

NETWORK

For information sources of consumer complaints

CIS COMPLAINT

Record 1 of 44	
Reference Number	8746662
Created Date	08/02/2006
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	NSHOUSE
Entered Date	08/02/2006
Updated By	JOB: Upd_internet_related
Updated Date	08/03/2006
Agency Contact	Internet
Complaint Date	07/30/2006
Transaction Date	06/18/2006
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	San Diego
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	

Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Educational Testing Service
Company Address, Line 1	PO Box 6051
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Princeton
Company Address, State Code	NJ
Company Address, State Name	New Jersey
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	08540
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	609
Company Phone, Number	9219000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	

Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet Web Site
Complaint Info Initial Contact Date	06/18/2006
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$150.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	\$150.00
Complaint Info Product Service Code	0308
Complaint Info Product Service Description	Employ Agencies\Job Counsel\Overseas Work
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>(Product Name: TOEFL) I paid \$150 to take a TOEFL test provided by ETS on July 15. I went to San Luis Obispo which was about 5 hours away from where I live. Even though there were test centers close by, but all of them were fully booked until September. When I got to the test center, the staff asked me for my passport. She said that the policy was that ETS could only accept passport for test taker who was not a US resident/citizen. I was a foreign citizen and I brought a California driver's license. The staff said ETS would not give me any refund. If I wanted to re-schedule, I had to pay another \$150, she said. I brought the receipt that was given online. The receipt was supposed to be 3 page long, but for some reason the printer only printed the first page. The policy would have been stated on the 2nd or 3rd page. I didn't realize this until the staff told me about it. I knew that if I took TOEFL in other country, I would have to</p>

	bring my passport. However, since I have a legitimate ID provided by the State of California, I thought that was sufficient. I saw when other candidates tried to register, the staff only looked at the passport briefly and gave it back to the candidate. It is amazing that the staff could trust an ID made by a foreign country, but did not trust an ID made by her own government. I had to pay another \$150 to schedule for another test. ETS never provided me any service, but it took my \$150. Had ETS given a sufficient warning on its website, I would have brought my passport.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 2 of 44	
Reference Number	10593130
Created Date	05/09/2007
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	LSHARP
Entered Date	05/09/2007
Updated By	JOB: Upd_internet_related
Updated Date	05/10/2007
Agency Contact	Internet
Complaint Date	05/06/2007
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	mumbai
Consumer Address, State Code	
Consumer Address, State Name	
Consumer Address, Country Code	IND
Consumer Address, Country Name	INDIA
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Educational Testing Service (TOEFL)
Company Address, Line 1	Rosedale Road
Company Address, Line 2	Princeton, NJ 08541 USA
Company Address, Line 3	
Company Address, City	
Company Address, State Code	NJ
Company Address, State Name	New Jersey
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	609
Company Phone, Number	9219000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>(Product Name: Not receiving of Toefl scores) I (b)(6) from India my brother had given his SAT examination for the Under-gradation studies in USA on 3rd Feb, 2007. Inspite of sending repeated mails and calls to the SAT authorities I have not received my examination results. Because of delay in the results my universities have rejected my application to them. I have incurred a very huge expenses on these application and my carrier has come to halt because of this. As for this matter i need help from your organization to compensate for my losses from the SAT authorities. Is this the rite place to send my grievance or else please direct me for the so. I will be highly oblige if you do the need full as soon as possible Name:- (b)(6) Middle name:- (b)(6) Last Name :- (b)(6) D.O.B:- (b)(6) Address:- (b)(6) mumbai - (b)(6) india. test date:- 3rd february 2007. test venue:- Saint Xaviers Boys Academy , Mumbai. Registration no: 0000000003051830 ETS ID : 2530326</p>
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute	

Responded	
Complaint Info CRA Dispute Resolved	

Record 3 of 44	
Reference Number	11128355
Created Date	04/06/2007
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	ICCC466044
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	IC3-USER
Entered Date	04/06/2007
Updated By	IC3-USER
Updated Date	
Agency Contact	External Agency
Complaint Date	04/06/2007
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	TITUSVILLE
Consumer Address, State Code	NJ
Consumer Address, State Name	New Jersey
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Educational Testing Service
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PRINCETON
Company Address, State Code	NJ
Company Address, State Name	New Jersey
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	08540
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	732
Company Phone, Number	5013051
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Paul
Company Rep Middle Name	
Company Rep Last Name	Gazzillo
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	In Person
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	\$1.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>ICCC Ref # I0704061345567181:This is heresay, in that I have no real proof, but: Educational Testing Service (ETS)was running for some time a software programming to teach prositution with young people,(b)(6) was one of the chosen young adults. I think they were selected by HIV, but I could be completely wrong. ETS also hired space to a forgery expert who crafted documents and other papers as needed. He was also a young man, very thin, who resembled (b)(6) to some degree but was much taller. He had an apartment in Plainsboro and was well-off. I understand the job paid well in excess of \$50,000/yr. The Mafia ran the software young adult program and the counterfeit expert. It is mostly heresay, but I believe the leadership may not have known the details of what went on. The blackmail came through the use of electric shock to guests staying at the Chauncey Conference Center who may have been HIV or simply antisemitic, anti-Jewish statehood here. My son, also (b)(6), served as a desk attendant at the hotel during school summers. I spoke to a (b)(6) about this critical information and she never really got back to me. The only person I know of who deliberately would have taken young people and replaced them with doubles was (b)(6), an examiner who</p>

	<p>created Latin and English tests. She would have been a kind of gypsy trader removing HIV individuals to create a Prisoner of War encampment environment to pay back for the Holocaust. She also no doubt has White Slavery connections to imprint the idea of Jewish biblical slavery also in the minds of Americans. To the best of my knowledge, the Trenton-Mercer Airport, which side I am not sure, makes runs to collect new slave</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 4 of 44	
Reference Number	11404036
Created Date	08/27/2007
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	WFRIDAY
Entered Date	08/27/2007
Updated By	HBUCKMON
Updated Date	03/18/2008
Agency Contact	Internet
Complaint Date	08/24/2007
Transaction Date	08/20/2007
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Honolulu
Consumer Address, State Code	HI
Consumer Address, State Name	Hawaii
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Educational Testing Services
Company Address, Line 1	Rosedale Road
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Princeton
Company Address, State Code	NJ
Company Address, State Name	New Jersey
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	08541
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	609
Company Phone, Number	7717670
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet Web Site
Complaint Info Initial Contact Date	08/20/2007
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$160.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	\$160.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>(Product Name: Graduate Record Examinations) I was denied entrance to the GRE because they said that my military ID didn't count, since I am not in active duty. My father sponsored me to get this ID, and it is a valid and functional ID, and on the ETS website it says that it should count as appropriate primary identification, as it has a recent photograph and my signature. When I tried to use my student ID, that was also denied, even though on the website it says that it counts as appropriate secondary identification. Their policy of only accepting military IDs from active duty members is not stated anywhere on their site or in any of the mail-outs; this is the first time I have ever heard of such a policy. I have e-mailed, called, and faxed in my complaints, but they refuse to reschedule my exam or refund my money. Furthermore, their representatives are extremely unhelpful, and have gone so far as to criticize me for not having additional IDs (such as a driver's license).</p>
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	

Complaint Info	CRA Dispute	
Resolved		

Record 5 of 44	
Reference Number	13280688
Created Date	03/17/2008
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	WFRIDAY
Entered Date	03/17/2008
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	03/15/2008
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MCDONALD
Consumer Address, State Code	PA
Consumer Address, State Name	Pennsylvania
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Educational Testing Services, Incorporated
Company Address, Line 1	7445 Company Dr
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Indianapolis
Company Address, State Code	IN
Company Address, State Name	Indiana
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	46237
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	317
Company Phone, Number	5543500
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Unknown
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$1000.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$1000.00
Complaint Info Product Service Code	0320
Complaint Info Product Service Description	Trade\Vocational Schools
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: Praxis Testing Procedures for Teacher Certification) The Better Business Bureau has also been notified on various levels for the monopoly that this organization has for those seeking teacher certification in most states in the United States. They offer multiple levels of their tests which states require for certification. The level of difficulty for these tests are extreme. They are beyond the levels of elementary, middle and high school teacher programs offered in applicable university curriculums. The amount of revenue that this organization bills each teacher certification candidate is a total monopoly on the system. There are no other tests available for candidates to pass so each must continue to re-take the Praxis exams.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 6 of 44	
Reference Number	13679126
Created Date	04/28/2008
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	WFRIDAY
Entered Date	04/28/2008
Updated By	JOB: Upd_internet_related
Updated Date	04/29/2008
Agency Contact	Internet
Complaint Date	04/25/2008
Transaction Date	03/15/2008
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	El Paso
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Educational Testing Services (aka ETS)
Company Address, Line 1	666 Rosedale Road
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Princeton
Company Address, State Code	NJ
Company Address, State Name	New Jersey
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	08540
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	609
Company Phone, Number	921 9000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	No
Company Rep Middle Name	
Company Rep Last Name	Name Ever Given
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	03/15/2008
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$160.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$160.00
Complaint Info Product Service Code	0320
Complaint Info Product Service Description	Trade\Vocational Schools
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>(Product Name: GRE General Exam) I paid a \$160 fee to take an exam. On the day of the exam, my allergies had incapacitated me. I notified ETS and their vendor (Prometric) that I had missed the test due to a personal issue. After being told various procedures and given different numbers to call and numbers to fax doctor's notes to I was eventually told that, "... I would not be given a refund and that ETS did not accept letters from doctors." The nameless and arrogant author of the email told me that, "You must be in the hospital or have suffered a death in the immediate family." I was warned by a Prometric employee named JR that, "ETS is a master of giving people the run-around...ETS purposely sends people back to Prometric in order to wear them out knowing full well that Prometric merely schedules the exams. I cannot tell you how many people call here complaining about their customer service." Indeed, this exactly what ETS did to me. I argue that if ETS admits that their subjective standard of "hospitalization" or "death in the immediate family" is a basis for someone to qualify for a refund for missing a test, then that subjective standard</p>

	<p>needs to be held up for critical examination. Not all parties may be incapacitated by a death in the immediate family. In fact, some may even find encouragement by the event. All parties may not have been hospitalized for events that prohibited or inhibited them from taking an exam. Under ETS' criteria, an individual that was hospitalized for an alcohol overdose and missed the exam would be eligible for a refund. Moreover, an individual that committed an act to bring about the death of an immediate relative would be eligible for a refund from ETS. In closing, ETS has purposely created unfair hurdles to prevent consumers from exercising their reasonable rights. ETS also is engaging in tactics that exhaust the perceived rights of the consumer. Their contractual wording and their actions are not one in the same....they not only k</p>
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 7 of 44	
Reference Number	19330077
Created Date	06/18/2008
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	edavis
Entered Date	06/18/2008
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	06/18/2008
Transaction Date	01/03/2008
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Newport Richey
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Netspan Group Educational Testing Services Unknown
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	,,
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	,
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	9141197
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet Web Site
Complaint Info Initial Contact Date	01/03/2008

Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	01/03/2008
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$100.00
Complaint Info Amount Paid Method	Visa Cash Advance
Complaint Info Amount Paid Value	\$100.00
Complaint Info Product Service Code	0308
Complaint Info Product Service Description	Employ Agencies\Job Counsel\Overseas Work
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	The consumer is calling to file a complaint against Netspan Group Educational Testing Services who sold him materials over the Internet to study for the US Postal Exam. The consumer states he signed up for the exam and has not rec'd anything in the mail about where to go and cannot get through to anyone to confirm. The consumer has not rec'd a response that his sign up date.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 8 of 44

Reference Number	19425362
Created Date	06/30/2008
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	06/30/2008
Updated By	GALCALDE
Updated Date	08/07/2008
Agency Contact	Internet
Complaint Date	08/07/2008
Transaction Date	11/15/2005
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Passau
Consumer Address, State Code	
Consumer Address, State Name	
Consumer Address, Country Code	DEU
Consumer Address, Country Name	GERMANY
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Educational Testing Service
Company Address, Line 1	ETS Corporate Headquarters
Company Address, Line 2	Rosedale Road
Company Address, Line 3	
Company Address, City	Princeton
Company Address, State Code	NJ
Company Address, State Name	New Jersey
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	08541
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	609
Company Phone, Number	9219000
Company Phone, Extension	
Company Email	info@ets.org
Company Website	www.ets.org
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	11/15/2005
Complaint Info Initial Response	

Method	Other
Complaint Info Initial Response Date	11/15/2005
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$140.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$140.00
Complaint Info Product Service Code	0320
Complaint Info Product Service Description	Trade\Vocational Schools
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>In order to study in an English speaking country, one needs to verify that one speaks English. This is what ETS offers as a service. The problem is, first, this company has very little competition (a lot of market power) so that they can decide when and how much to charge. The test cost me USD 140 in November 2005. My opinion is that this company misuses its market power in the following form: they decide unilaterally that the test is only valid for two years; as you may notice, I can speak English; I should be able to decide if I want to send my scores (which are more than two years old now), but I cannot, I must comply with their arbitrary rules; I must pay nonsensically 180 USD, to take another test, which is just like the other, for a service I do neither need nor want. I find this constitutes an abuse of power, to which all none-native english speakers need to submit in order to study in the US or UK or whatever. I hope you can do something about, thanks.. PS9000: educational testing services (ets)</p>
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute	

Responded	
Complaint Info CRA Dispute Resolved	

Record 9 of 44	
Reference Number	20041953
Created Date	08/25/2008
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	08/25/2008
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	08/25/2008
Transaction Date	08/25/2008
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	Washington
Consumer Address, State Code	DC
Consumer Address, State Name	District of Columbia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)

Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Netspan Group Educational Testing Services
Company Address, Line 1	??
Company Address, Line 2	??
Company Address, Line 3	
Company Address, City	??
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	9109941
Company Phone, Extension	
Company Email	
Company Website	http://www.postalbatteryexam.com/
Company Rep First Name	?
Company Rep Middle Name	
Company Rep Last Name	Hall
Company Rep Salutation	
Company Rep Comments	?
Complaint Info Initial Contact	

Method	Internet Web Site
Complaint Info Initial Contact Date	08/25/2008
Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	08/25/2008
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$119.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0308
Complaint Info Product Service Description	Employ Agencies\Job Counsel\Overseas Work
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>This company is advertising for postal jobs. They are not affiliated with the USPS. They claim for this money; they will register the applicant for the postal exam. They also claim they have a copy of the 256 questions used on this exam. This is not possible. I work for the Postal Service. None of our exams, to my knowledge have exactly 256 items. This company guarantees they will get the consumer a job within 30 miles of where they live for pay of 18 to 20 dollars per hour or an annual income of \$57,000 with overtime. Again this kind of pay may be possible but is unlikely for an entrance applicant at least initially. They also claim that they will refund the initial money of \$99.50 (not \$119) if the person is not hired after getting invited to an interview.</p>
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute	

Resolved		
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Record 10 of 44	
Reference Number	20115976
Created Date	08/29/2008
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	CMCKEMIE
Entered Date	08/29/2008
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	08/29/2008
Transaction Date	01/06/2006
Member of armed forces or dependant?	
Consumer First Name	b(6) b(6)
Consumer Middle Name	
Consumer Last Name	b(6) b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6) b(6)
Consumer Address, Line 2	b(6) b(6)
Consumer Address, Line 3	
Consumer Address, City	Brooklyn Brooklyn
Consumer Address, State Code	NY NY
Consumer Address, State Name	New York New York
Consumer Address, Country Code	
Consumer Address, Country Name	
Consumer Address, ZIP Code	b(6) b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6) b(6)
Consumer Home Phone, Number	b(6) b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Educational Testing Service
Company Address, Line 1	Po box 6151
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Princeton
Company Address, State Code	NJ
Company Address, State Name	New Jersey
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	08541
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	609
Company Phone, Number	7717100
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Unknown
Complaint Info Initial Contact Date	01/06/2006
Complaint Info Initial Response	

Method	In Person
Complaint Info Initial Response Date	01/06/2006
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$0.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>Consumer states that his wife is a pharماسist out of the country, she passed the test and has to go through ETS to get her certificate. She has passed all four sections of the test, he states that the administration of the test is bad, they are never on time to give the test, it was winter and there wsas no heating in the testing building wich puts unnessesary stress on the test taker. He states that he believes they make it so no one can pass all parts of the test at the same time. He doesnt feel their scoring systm is fair and their administration is unfair and deceatful. He feels they are a manopoly because this is the only agency that gives this test. He wants to keep his wifes name annonymous because she is still trying to pass this test. The NABT is requiring her to get this certificate through ETS.</p>
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 11 of 44	
Reference Number	20411703
Created Date	09/28/2008
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	ASMITLEY
Entered Date	09/28/2008
Updated By	
Updated Date	
Agency Contact	Mail
Complaint Date	09/28/2008
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	North Olmsted
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Educational Test Service
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Unknown
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	Unknown
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$150.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	\$150.00
Complaint Info Product Service Code	0320
Complaint Info Product Service Description	Trade\Vocational Schools
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	MAIL: The consumer has a complaint against Educational Test Service and their product Test of English as a Foreign Language. The consumer states that the company uses inferior computer equipment making testing difficult, provide insufficient materials, a noisy test environment, unprofessional test administration and an unfair testing formats and time constraints. The consumer didn't provide a transaction date, phone #, email address or age range.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 12 of 44	
Reference Number	20465766
Created Date	10/02/2008
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	10/02/2008
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	10/02/2008
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Warren
Consumer Address, State Code	MI
Consumer Address, State Name	Michigan
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Netspan Group - Educational Testing Services
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	9109941
Company Phone, Extension	
Company Email	customerservice@netspangroup.com
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact	

Method	I Initiated Contact
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$129.00
Complaint Info Amount Paid Method	Check (Personal)
Complaint Info Amount Paid Value	\$129.00
Complaint Info Product Service Code	3912
Complaint Info Product Service Description	Internet Information & Adult Services
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I am interested in a position with USPS. I found a posting on craigslist.com for postal jobs, there was a link that gave me an 800# to call. The gentleman told me that a packet would be sent out, once I filled out the application, I would be contacted about a testing day, then once my score was received, I would be contacted for an interview. They offer a full refund if you do not pass the test, or get a job with the first interview. I am in need of a higher paying job in this economy, so I paid it with high hopes. When looking at the USPS website they have no listings for test dates, this made me skeptical, so I started to look around and one woman posted that she never received her packet and could not get anyone on the phone. Now I'm concerned that I made a mistake. The postal service does not support companies like Netspan Group, because they want to see what people can do without outside help for the tests.</p>

Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 13 of 44	
Reference Number	21089575
Created Date	12/09/2008
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	12/09/2008
Updated By	VJENNINGS
Updated Date	12/26/2008
Agency Contact	Internet
Complaint Date	12/26/2008
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	Los Angeles
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Educational Testing Service
Company Address, Line 1	Rosedale Road,
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Princeton,
Company Address, State Code	NJ
Company Address, State Name	New Jersey
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	08541
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	609
Company Phone, Number	9219000
Company Phone, Extension	
Company Email	
Company Website	http://www.ets.org
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>Someone might make arbitrary changes for my TOEFL score. There are two problems. One is about the score when I took the TOEFL on November 2, 2007. Two is about all the score since I claimed, on December 2007, June, August. At first, in the case of November 2, 2007, the monitor screen disappeared for a while during the test. And from lower right corner, small pop-up message appeared. Apparently, this condition was strange. When I received the score, I claimed it by email. But I did not receive the answer. Although I inquired about the trouble by email, I did not receive any enough reply. Since the claim, my score has been being skeptical. I called for customer center on September 19, 2008. But, Mark just repeated that all scores are correct. Date Reading Listening Speaking Writing Total 08/16/2008 15 2 15 17 49 06/21/2008 11 7 18 1 4 50 12/15/2007 18 5 15 14 52 11/02/2007 11 3 13 18 45 trouble 06/23/2007 17 18 17 18 70 Many people who knows me agreed with me.. PS9000: ETS</p>
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute	

Responded	
Complaint Info CRA Dispute Resolved	

Record 14 of 44	
Reference Number	21634631
Created Date	02/10/2009
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/10/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	02/10/2009
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	Dumas
Consumer Address, State Code	AR
Consumer Address, State Name	Arkansas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Educational Testing Services
Company Address, Line 1	
Company Address, Line 2	P.O. Box 6051
Company Address, Line 3	
Company Address, City	Princeton
Company Address, State Code	NJ
Company Address, State Name	New Jersey
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	08541
Company Address, ZIP Code Extension	6051
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	7729476
Company Phone, Extension	
Company Email	www.praxis@ets.org
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	Technician
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$140.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	\$280.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I am a graduating senior at the University of Arkansas at Pine Bluff. My major is Early Childhood Education. In order to graduate I have to pass parts of this specific test. I have taken the Praxis II test four times and out of the four times I have made a 158 twice in a row on a written hand scored test. I do believe that this company is not grading these tests appropriately. This company will not let students see what they made on the hand scored test, the only way to get the test rescored is to call in and pay a \$30 fee and have them mail in if you passed or not. I do not believe that it is fair for students to have to pay \$140 or above to take a test only to have someone over the phone to state if you passed it or not. I believe that it is my right to see my tests in person to make sure that they are not just giving me my same grade from previous tests. I believe if you pay for something even as expensive as this test, I should have the right to view my test in person and have it explained to me how it was graded and how to improve next time. My complaint is that ETS is not being fair to test takers in letting us review our scores and when you call them they seem to give you the run around</p>

	and not have answers that you need. They ask if you would like to buy material from them or pay to have your scores rescored for an additional fee, instead of finding a way to solve your problems and I do believe that it is holding many great teachers back as well as taking our money.. PS9000: Educational Testing Services Other-Other Update
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 15 of 44	
Reference Number	22592025
Created Date	04/26/2009
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I0904261351574031
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	04/26/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/26/2009
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	b(6)
Consumer Address, City	PUYALLUP
Consumer Address, State Code	WA
Consumer Address, State Name	Washington
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Educational testing service
Company Address, Line 1	Rosendale road
Company Address, Line 2	Princeton, NJ
Company Address, Line 3	
Company Address, City	UNKNOWN
Company Address, State Code	NJ
Company Address, State Name	New Jersey
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	08541
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	609
Company Phone, Number	9219000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Other
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	\$150.00
Complaint Info Product Service Code	0334
Complaint Info Product Service Description	Internet Access Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	ICCC Ref #:I0904261351574031. On 04/25/2009 ETS took 150.00 from my checking account under unauthorized mean's, i have never requested any use of the aforementioned service.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 16 of 44	
Reference Number	22592056
Created Date	04/26/2009
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I0904261828515991
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	04/26/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/26/2009
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	b(6)
Consumer Address, City	PUYALLUP
Consumer Address, State Code	WA
Consumer Address, State Name	Washington
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Educational testing service
Company Address, Line 1	Rosendale Road
Company Address, Line 2	Princeton, NJ
Company Address, Line 3	
Company Address, City	
Company Address, State Code	NJ
Company Address, State Name	New Jersey
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	08541
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	609
Company Phone, Number	9219000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Email
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	\$600.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>ICCC Ref #:I0904261828515991. I contacted you earlier on this day with what i thought was all of the information that i could find, after doing somemore researching i found out that this has been going longer than i first realized. As far as i can tell this has been ongoing since the first of the year, on the following dates(01-21-09,02-18-09,possible sometime in 03-01-09 to 03-30-31-09 to 04-25-09)this may have been going on much longer but i am not sure if it has. To the best of my knowledge i never signed up for any of this and even on the ETS'S home page they have posted a fraud warning so appearently this has been an ongoing problem that they are well aware of.</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 17 of 44	
Reference Number	22688721
Created Date	05/11/2009
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	05/11/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	05/11/2009
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Geneva
Consumer Address, State Code	
Consumer Address, State Name	
Consumer Address, Country Code	CHE
Consumer Address, Country Name	SWITZERLAND
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Educational Testing Services
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	609
Company Phone, Number	7717100
Company Phone, Extension	
Company Email	
Company Website	www.ets.org
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet Web Site
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$245.00
Complaint Info Amount Paid Method	MasterCard Credit Card
Complaint Info Amount Paid Value	\$245.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I was asked to pay 245USD for TOEFL test and rescheduling of the TOEFL test on 9 May 2009. I arrived in time and had done all the required procedures, however, the test was cancelled due to technical problems. We were not given information and kept on waiting with no certainty for more than one hour, until the test was cancelled. Refund process was so hard, especially since I have to call to the US from Switzerland that costs me a lot of money. Finding the telephone number took much time as well. During the phone with the customer service, complete information could not be given. I asked about the refund process, and the only information obtained was that I have to wait for any phone call by the company. I asked for a time limit or time needed for the process, but no answer was given. The company only inform that 'We don not know how long it will take'. I have done all my obligations, and I have paid the amount of money without being provided with the service I asked. I asked for a refund and the information was not given clearly. I have spent time, money, and sacrifice other things to manage this issue, with no concrete outcome. I lost the</p>

	<p>opportunity to apply for a university due to this problem.. PS9000: Education and examination (TOEFL examination)</p> <p>Other-Other Update</p>
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 18 of 44	
Reference Number	22739602
Created Date	05/14/2009
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	CBLACK
Entered Date	05/14/2009
Updated By	CBLACK
Updated Date	05/14/2009
Agency Contact	Phone
Complaint Date	05/14/2009
Transaction Date	05/01/2009
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	
Consumer Address, State Code	
Consumer Address, State Name	
Consumer Address, Country Code	
Consumer Address, Country Name	
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Net Span Educational Testing Services American Data Group
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800 800
Company Phone, Number	9109941 3209353
Company Phone, Extension	
Company Email	
Company Website	frontierpub.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	ref#L09
Complaint Info Initial Contact Method	Print
Complaint Info Initial Contact Date	05/01/2009

Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$0.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	0308
Complaint Info Product Service Description	Employ Agencies\Job Counsel\Overseas Work
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Conusmer spotted an ad in his local news paper The Decatur Tribune for Government Jobs and Postal Jobs.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 19 of 44	
Reference Number	23378493
Created Date	07/14/2009
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	07/14/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	07/14/2009
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Staten Island
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)

Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Educational Testing Service (PRAXIS I TEST)
Company Address, Line 1	PO Box 6051 ,Princeton,N.J
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	NJ
Company Address, State Name	New Jersey
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	08541
Company Address, ZIP Code Extension	6051
Company Phone, Country Code	
Company Phone, Area Code	609
Company Phone, Number	7717395
Company Phone, Extension	

Company Email	
Company Website	www.ets.com
Company Rep First Name	They have a lot of
Company Rep Middle Name	
Company Rep Last Name	personnel
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	Mail
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0308
Complaint Info Product Service Description	Employ Agencies\Job Counsel\Overseas Work
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	My name is (b)(6), XXX-XX-XXX.I am

Complaint Info Comments	<p>a teacher and I am certified in PR with the following certifications ESL K to 12 per life,ESL supervisor,principal, and Bilingual teacher.I am also certified as Spanish teacher in NY State.I have MA in Education and ESL,plus 33 graduate more courses.I have 16 years of experience as an ESL and Bilingual teacher.I passed Reading Praxis I in 2002 ,Math Praxis I in 2008.I did not pass Writing Praxis I since the first time I took in year 2002 and after that continue sending me the same results from 2004 for that exam.I am writing to you related to those Praxis I exams.Are impossible to finish and pass the last test I am trying to pass from 2002 as follows PRAXIS I -WRITING.They sent me the same scores.Even that I wrote to them to investigate scores .They always said they have the reason, but they use the same personel who work from them reviewing and correcting essays and exams to review and recount exam claims.You need to pay for all .Fees to take tests annually,fees to take each test,fees to to take again if you fail you need to pay more money because when the scores come they put other charges so the teacher needs to pay more amount of money.It is very difficult to supervise those people who correct exams.I imagine that company should be a millionair because they charge for all everyday to millions of teachers and professionals.I am affected by this company because I know there is a mistake with that test Praxis I writing recount.I only need two points and they let me stuck there.I can not work if I do not pass that test.I lost a lot of money paying money to that company.Please help me.I have two disabled relatives and one of them is my son who is registered in Special Education.They depend on me I will have 55 years old and I am hispanic from PR.I think ETS is discriminating me for my age and for my country.Thanks in advanced.Cordially,(b)(6)</p> <p>(b)(6) XXX-XX-XXX(b)(6)</p> <p>(b)(6) ,Staten Island,NY</p> <p>(b)(6)</p> <p>PS9000: Praxis I Educational Testing Service Other-Other Update</p>
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute	

Resolved		
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Record 20 of 44	
Reference Number	23467339
Created Date	07/22/2009
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	07/22/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	07/22/2009
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	Elkton
Consumer Address, State Code	VA
Consumer Address, State Name	Virginia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	ETS educational testing service
Company Address, Line 1	Educational Testing Service
Company Address, Line 2	po box 6151
Company Address, Line 3	
Company Address, City	PRINCETON
Company Address, State Code	NJ
Company Address, State Name	New Jersey
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	08541
Company Address, ZIP Code Extension	6151
Company Phone, Country Code	
Company Phone, Area Code	160
Company Phone, Number	9771710
Company Phone, Extension	
Company Email	
Company Website	www.ets.org
Company Rep First Name	anonymous
Company Rep Middle Name	
Company Rep Last Name	anonymous
Company Rep Salutation	
Company Rep Comments	custmer service
Complaint Info Initial Contact Method	Phone Call: Mobile/Cell
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	Answer cold call
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$150.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$150.00
Complaint Info Product Service Code	0320
Complaint Info Product Service Description	Trade\Vocational Schools
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>i tried to postpone my test as my car broke down and test center is about 1 1/2 hour away from home i didnt have any friend to take me there.no public transpotations either.when i called customer service,the guy wasnot helpful at all he made fun of me as of my situation and also refused to change my test date then hang up the phone.annd here i lost all my money \$150 and my test,i don't think anyone at ets likes to be treated that way.i am a pharmacist i migrated to usa through green card.i don't think that is the right way foreignn graduates should be treated.my test was toefl ibt,test center fork union on may 30.09.i called on may 28,i dont have the name of the man who answered the phone.thank you for your help.i hope you take an action against any entity tries to give us residents hard time and bad service.</p> <p>PS9000: education for foreignn graduates Other-Other Update</p>
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 21 of 44	
Reference Number	23844387
Created Date	08/27/2009
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	08/27/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	08/27/2009
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Bethesda
Consumer Address, State Code	MD
Consumer Address, State Name	Maryland
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Educational Testing Service, Corporate Headquarters
Company Address, Line 1	Rosedale Road
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Princeton
Company Address, State Code	NJ
Company Address, State Name	New Jersey
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	08541
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	609
Company Phone, Number	9219000
Company Phone, Extension	
Company Email	contactets@ets.org
Company Website	www.ets.gov
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0334
Complaint Info Product Service Description	Internet Access Services
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>Every time I go online to try to register for a PRAXIS test, I have always received the same type of negative experience, such as, "the registration and reporting site is currently closed. Please try again," or it simply wasn't working. Of course, this has forced me to telephone ETS in order to register -- for an extra fee (between \$25-50)! This has happened too many times - to ETS's benefit - to be a coincidence..</p> <p>PS9000: Educational Testing Service Other-Other Update</p>
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 22 of 44	
Reference Number	23968704
Created Date	09/10/2009
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	09/10/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	09/10/2009
Transaction Date	05/26/2009
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Kingwood
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Netspan Group Educational Testing Services
Company Address, Line 1	4600 N Royal Atlanta Dr
Company Address, Line 2	Suite 103
Company Address, Line 3	
Company Address, City	Tucker
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30084
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	9141197
Company Phone, Extension	
Company Email	
Company Website	www.netspangroup.com
Company Rep First Name	Miss Dumas
Company Rep Middle Name	
Company Rep Last Name	Dumas
Company Rep Salutation	
Company Rep Comments	manager
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	05/26/2009

Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	05/26/2009
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$129.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$129.00
Complaint Info Product Service Code	3912
Complaint Info Product Service Description	Internet Information & Adult Services
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I was looking for USPS jobs online and the screen flashed..USPS Hiring call 188-910-9941 Ref#PWEB.So I called the number and Ms Dumas Asked me a few questions and said I was eligible to apply.I explained that I was only interested in a nighttime position And she named some of the positons that I could apply for (I have a copy of the whole Conversation that I asked them to send me)I followed the instuctions and there has not been a listing for any of these positions since they said I had to pay a 1 time refundable fee so that they knew that I was a serious candidate. I since have called them several times letting them know that I had been very clear about only being able to work in the evenings and the positions that they recommended have not come up,so how can I give an exam when I cannot even apply.I went to a local post office in Houston ,Tx and they have closed down there night shifts.I called Netspan back and said I wanted my money back since there is no hope for me getting a job.They said I had to wait six months but it has been nearly 5 months and there are no jobs.They said the only way I can get my money back is if I failed the exam and so I</p>

applied 2 weeks ago to what ever position was available to go fail the exam and I still have not heard anything.I do not understand why they will not give me my money back .They keep passing me to the next representative,no manager will call me back when I leave a message.They keep giving me the runaround when they have cheated me out of my money.First I thought it was the USPS then they said Netspan Group but the way I was advised step by step I did not think they were not connected.I have called them atleast 8 times or more give and take.Then I read about this fraud on your website and realised they are doing it again.I know you cannot represent an individual but can you advise me what you can do and if anyone else can help me.sincerely,(b)(6)

(b)(6)

Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 23 of 44	
Reference Number	24664699
Created Date	11/17/2009
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	DCRASE
Entered Date	11/17/2009
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	11/17/2009
Transaction Date	09/01/2009
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Rochester
Consumer Address, State Code	NH
Consumer Address, State Name	New Hampshire
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Netspan Group Educational Testing Services
Company Address, Line 1	46 N Royal Atlanta Dr
Company Address, Line 2	Ste 103
Company Address, Line 3	
Company Address, City	Tucker
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30084
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	9141197
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet Web Site
Complaint Info Initial Contact Date	09/01/2009

Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$129.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	\$129.00
Complaint Info Product Service Code	0308
Complaint Info Product Service Description	Employ Agencies\Job Counsel\Overseas Work
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer has tried calling the company and has been told she can't get a refund. They claimed she was past her time limit.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 24 of 44	
Reference Number	24879100
Created Date	12/10/2009
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	12/10/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	12/10/2009
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	Aguada
Consumer Address, State Code	PR
Consumer Address, State Name	Puerto Rico
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Educational Testing Services Inc
Company Address, Line 1	660 Rosedale Rd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Lawrenceville
Company Address, State Code	NJ
Company Address, State Name	New Jersey
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	08648
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.ets.org
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	In Person
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	Mail
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$86.00
Complaint Info Amount Paid Method	Certified Cheque
Complaint Info Amount Paid Value	\$86.00
Complaint Info Product Service Code	0320
Complaint Info Product Service Description	Trade\Vocational Schools
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>Mismatch of location on form and actual location The location selected on the application form IS NOT the one designated to take the requested test. Such location named "FACULTAD DE DERECHOS EUGENIO MARIA DE HOSTOS" was not available on the application form and now is being designated as test facilities without concern, 1 week prior test due date. The facilities and beginning time were both changed without any notification and no explanation from Administrative Offices in Puerto Rico and with reason for such change designated as "a better location for the test".Such location does not appear any Internet Map (either of the companies site or a general map at all), the facilities are not ABA approved or even recognized as an educational facility by the Department of Education of USA, although in the same city I haven't yet found such physical facilities for the exam and as far as concerned and described by Administrative Office in Puerto Rico, the new facilities do not posses parking space or security for such an high criminal rate city.All this deficiencies were qualities mentioned by the</p>

	<p>promotions agent at the time he influenced me to take the exam at the University of Puerto Rico Mayaguez Campus. Resolution: To reestablish the location and time as requested or on its inability a refunded credit for the amount of \$86.00 which was the cost of the test along with the opportunity of attending the exam due to the fact that such act of negligence (changing the location and time) was not discussed with the customer and was not described under the Term of Service Section. PS9000: Pre-Graduate and Graduate Admission Test Other-Other Update</p>
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 25 of 44	
Reference Number	24929964
Created Date	12/16/2009
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	12/16/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	12/16/2009
Transaction Date	12/03/2009
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Olathe
Consumer Address, State Code	KS
Consumer Address, State Name	Kansas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Educational Testing Service (ETS)
Company Address, Line 1	225 Phillips Boulevard
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Ewing
Company Address, State Code	NJ
Company Address, State Name	New Jersey
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	08628
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	609
Company Phone, Number	9219000
Company Phone, Extension	
Company Email	
Company Website	www.ets.org
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	12/03/2009
Complaint Info Initial Response	

Method	Phone: 800/888 number
Complaint Info Initial Response Date	12/03/2009
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$40.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$40.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I needed to send my Praxis test score report to the Kansas State Department of Education (KSDE) and was charged \$40.00 to do so. In addition I was given a 'complimentary' copy sent to my personal email address. Charging \$40.00 to send electronic confirmation (or a mailed copy) to an institution seems to be a clear case of price gouging or profiteering. I asked to speak with a manager regarding the price and I was spoken to disrespectfully and told I had already had a \$40 fee waived due to 'adjusting account information' and told I can disagree, but that did not matter. I requested some type of explanation for the extreme price to send a document that at most would cost 45 cents, but was given none. The 'adjustment' he referred to occurred during the previous call when the representative asked for my email address. I initially declined the request, but was told it was needed to send my complimentary free report. (I did not request a report, but was offered one for free.) During this previous call I waited for a while on the phone while the score recipient's number was looked up. Due to a slow connection on their end I was asked to</p>

	<p>get online and look up the score for the representative. Their website was running slowly and I was unable to do so and was told to call back. In short: Profiteering (\$40.00 to send a very brief document or electronic notice.) Manipulative managerial behavior. Inconvenience by being asked to do part of the job of the representative AND needing to call back. This seems very unethical, if not illegal depending on local and state laws. Sincerely, (b)(6)</p> <p>PS9000: Testing Services Other-Other Update</p>
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 26 of 44	
Reference Number	24995545
Created Date	12/29/2009
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	MPHILLIPS
Entered Date	12/29/2009
Updated By	
Updated Date	
Agency Contact	Mail
Complaint Date	12/29/2009
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Kolkata
Consumer Address, State Code	
Consumer Address, State Name	
Consumer Address, Country Code	IND
Consumer Address, Country Name	INDIA
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	18 - 19
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Educational Test Services
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet Web Site
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	Unknown
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$0.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	0320
Complaint Info Product Service Description	Trade\Vocational Schools
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	MAIL:Forwarded from the NJ Att Gen. The consumer was trying to take a computer based test. It took one hour before he could take the test because of a server problem. The consumer thinks this affected his test performance. He is concerned this may hamper his chances of getting into a good University.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 27 of 44	
Reference Number	25192878
Created Date	01/24/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	01/24/2010
Updated By	CRSS\mphillips
Updated Date	01/27/2010
Agency Contact	Internet
Complaint Date	01/24/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	INDORE
Consumer Address, State Code	
Consumer Address, State Name	M.P
Consumer Address, Country Code	IND
Consumer Address, Country Name	INDIA
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	ETS (Educational Testing Services) ETS (Educational Testing Services) ETS (Educational Testing Services)
Company Address, Line 1	ETS Corporate Headquarters ETS Corporate Headquarters ETS Corporate Headquarters
Company Address, Line 2	Rosedale Road Rosedale Road Rosedale Road
Company Address, Line 3	
Company Address, City	Princeton, Princeton, Princeton,
Company Address, State Code	NJ NJ NJ
Company Address, State Name	New Jersey New Jersey New Jersey
Company Address, Country Code	USA USA USA
Company Address, Country Name	UNITED STATES UNITED STATES UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.ets.org www.ets.org www.ets.org
Company Rep First Name	
Company Rep Middle Name	

Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$180.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$190.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>I had used my credit card for the payment of the GRE general test registration for my Friend and i authorized the payment of 180 US \$ to ETS (Educational Testing services) on 31/12/2009. And the ETS confirmed the test registration of my Friend and send him confirmation mail also along with the registration number. But the ETS used my card details stored in their data retrieval system and again charged my credit card account on 03/01/2010 for 190 US \$. It is to be noted that ETS immediately claimed same amount from the card company, but the ETS has not claimed the previous amount of 180 US \$ which actually i had authorized. When i personally contacted the ETS they refused to give me any information in this regard stating the reason</p>

Complaint Info Comments	<p>that according to privacy law they can not give me any information as the details are of my Friends account.It is to be noted that i had not asked the ets to give personal information of my Friend for which i had booked the exam date i had only asked why they had charged my credit card account as the credit card is mine and i had only asked card specific details. I had also send the copy of mail to Friend for whom i had made payment from my card account.He has also asked the same thing but ETS's first did not gave any satisfactory reply but upon constant persuasion from my side and sending them the corporative evidences they replied by mail and simply said that they will return 10 \$. ETS did not gave any information as to how such thing happened that without my consent how did they charged my card account second time which according to federal laws are serious offence and due to all these things i have suffered a lot both financially and mentally .I want to know what can i do in this regard if ETS refused to do any thing also as i am from India what are my rights and obligations also if you did not deal with it whom should i approach. How can i file a formal complaint in this regard.I have full faith in US laws and i am confident enough that you will help me in this regard.. PS9000: ETS (Educational Testing Services) NJ Other-Other Update</p>
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 28 of 44

Reference Number	25361518
Created Date	01/29/2010
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	II001291009048051
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	01/29/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	01/29/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	INDORE
Consumer Address, State Code	
Consumer Address, State Name	
Consumer Address, Country Code	IND
Consumer Address, Country Name	INDIA
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	EDUCATIONAL TESTING SERVICES
Company Address, Line 1	ETS Corporate Headquarters
Company Address, Line 2	Rosedale Road
Company Address, Line 3	
Company Address, City	PRINCETON
Company Address, State Code	NJ
Company Address, State Name	New Jersey
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	NJ 08541
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	gre-info@ets.org
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Email
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	\$50000.00
Complaint Info Product Service Code	2901
Complaint Info Product Service Description	Credit Cards
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>ICCC Ref #:I1001291009048051. I had used my credit card for the payment of the Fees for GRE general test registration for my Friend and i authorized the payment of 180 US \$ to ETS (Educational Testing services) on 31/12/2009. And the ETS confirmed the test registration of my Friend and send him confirmation mail along with the registration number. But the ETS used my card details stored in their data retrieval system and again charged my credit card account on 03/01/2010 for 190 US \$. It is to be noted that ETS immediately claimed same amount from the card company, but the ETS has not claimed the previous amount of 180 US \$ which actually i had authorized. When i personally contacted the ETS they refused to give me any information in this regard stating the reason that according to privacy law they can not give me any information as the details are of my Friends account.It is to be noted that i had not asked the ets to give personal information of my Friend for whom i had booked the exam date i had only asked why they had charged my credit card account as the credit card is mine and i had only asked card specific details. I had also send the copy of mail to Friend for whom i had made payment from my card account.He has also asked the same thing from ETS. For many days i</p>

Complaint Info Comments	<p>send several mails requesting ETS to pay heed to my concern but they remain ignorant about the whole matter trying to hide the major fault on their side. But lastly when i suggested the ETS to perform manual reconciliation and suggest them some steps to to figure out the mistake they finally replied to me and simply said that they are refunding back me 10 US \$. Now the point is not of only 10 \$ but the point is why the ETS used my credit card information to charge my account for 190 \$ without my authorization.They have compromised my credit card information and my financial and social security also if this is their attitude and way of working they are compromising the security of millions of innocent American people. I have to bear heavy financial losses as for many days my credit card's credit limit remain blocked due to which i was unable to perform necessary transactions and also in order to claim my 10 \$ and to brought the matter to their knowledge i have to invest money and time and above all after all this i feel i have been mentally harassed and ETS never expressed any apology or tried to give compensation to me although mistake was totally is of ETS. And we can not regard this as mistake but it is duping and financial misconduct. I have record of all the mails and electronic correspondence with the ETS please give me some mail id so that i can forward all those on that. I have full faith in US laws and i am confident enough that your countryman will help me in this regard.</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 29 of 44

Reference Number	26001023
Created Date	03/16/2010
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I1003161728004012
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	03/16/2010
Updated By	IFCC
Updated Date	12/29/2010
Agency Contact	External Agency
Complaint Date	03/16/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer	

Address, City	EDINBURG
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer	

Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Educational Testing Service
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company	

Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	609
Company Phone, Number	7717100
Company Phone, Extension	
Company Email	
Company Website	http://www.toeflgoanywhere.org/?utm_source=Yahoo%2Bpaid%20search&utm_medium=C
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Horgan
Company Rep Salutation	
Company Rep Comments	

Complaint Info Initial Contact Method	Other
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	\$160.00
Complaint Info Product Service Code	2901
Complaint Info Product Service Description	Credit Cards
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint	

Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>ICCC Ref #:I1003161728004012. I had an unauthorized purchase on my account when I call stated it was authorized and paid by my bank and I would have to deal with my bank. I told t business with their company and did not authorize any charges to my account, to this Mr. Ho matter the bank authorized the transaction you have to deal with your bank not with us&quot business of processing fraudulent transactions and he stated &quot;if it was authorized by my you have any complaints you should call your bank or have them call me&quot;. In the mean filed a claim with my bank which may take up 90 days to clear up. Is this a crime or just a lo companies with the ability to obtain account information to generate revenue and hold it as l is able to reclaim said revenue. If this was a case of an individual using fraudulent informati why would they not put every effort into correcting this problem? Instead their efforts are pl to claim of the revenue regardless of its source. At no time was I asked my name or date of tl amount, however it was made perfectly clear that as long as my bank paid the transaction wa not be the only victim of this company if this dollar value is comparative even on a small sca 160.00 that's 16,000.00. I believe somehow my card information was stolen and sold as I hac account along with this one. The other vendor provided a refund immediately upon confirma charge. Yet this vendor refuses to provide any information and denies that the charge is unau my name?</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 30 of 44	
Reference Number	26293570
Created Date	04/30/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	04/30/2010
Updated By	CRSS\asmitley
Updated Date	05/04/2010
Agency Contact	Internet
Complaint Date	04/30/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Salt Lake City
Consumer Address, State Code	UT
Consumer Address, State Name	Utah
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Educational Testing Service
Company Address, Line 1	225 Phillips Boulevard
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Ewing
Company Address, State Code	NJ
Company Address, State Name	New Jersey
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	08628
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	609
Company Phone, Number	9219000
Company Phone, Extension	
Company Email	
Company Website	www.ots.org
Company Rep First Name	Malcolm
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	Supervisor
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	Phone: 800/888 number
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$80.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$80.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>This company schedules testing for our university. WE had requested a test date of April 17th and paid the \$80.00. On April 17th we went to the facility for the test to be informed it was scheduled for March 17th and we had forfeited our \$80.00. After numerous long phone calls we were told if we wanted to take the test we had to pay another \$80.00. I paid this then disputed the first \$80.00 charge with my credit card company. When we called to get out test scores we were told we could not have them unless we paid another \$80.00. I told them the charge was in the dispute process and they said they didnt care. I ultimately paid again as they were holding her scores hostage. I believe that this was not only immoral but illegal as they should have to go through the dispute process legally rather then hold my scores hostage and charge me again.. PS9000: Testing services</p> <p>Other-Other Update</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 31 of 44	
Reference Number	27006509
Created Date	07/13/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	07/13/2010
Updated By	CRSS\lkilpratrck
Updated Date	07/15/2010
Agency Contact	Internet
Complaint Date	07/13/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Grand Prairie
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	educational testing service
Company Address, Line 1	http://www.texas.ets.org/
Company Address, Line 2	PO Box 6051
Company Address, Line 3	
Company Address, City	Princeton
Company Address, State Code	NJ
Company Address, State Name	New Jersey
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	08541
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	601
Company Phone, Number	7711710
Company Phone, Extension	
Company Email	TexasCAT@ets.org
Company Website	http://www.texas.ets.org/
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$120.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$120.00
Complaint Info Product Service Code	0308
Complaint Info Product Service Description	Employ Agencies\Job Counsel\Overseas Work
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	the refund policy is not available for review on the web site, nor is it available for review when you cancel an examination. I paid 120.00 for a test, I canceled the test 2 days prior to being able to take it, There was nothing on the web site that stated I would forfeit my 120.00. if the refund policy was made available I would not have canceled, the only information that pops up prior to canceling is a box asking if you have reviewed the policy, but it is not available to review.. PS9000: education services testing Other-Other Update
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 32 of 44	
Reference Number	28347136
Created Date	11/22/2010
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	DCRASE
Entered Date	11/22/2010
Updated By	DCRASE
Updated Date	11/22/2010
Agency Contact	Phone
Complaint Date	11/22/2010
Transaction Date	08/24/2010
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Columbus
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Educational Testing Service
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	ets.org
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet Web Site
Complaint Info Initial Contact Date	08/24/2010
Complaint Info Initial Response	

Method	Internet/E-mail
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$100.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer paid for a standardized test online. She canceled the test. She states the company said no refunds. She says this was not disclosed. She states she proved her case to Visa and they refunded her and now the company is sending her a bill for the full amount.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 33 of 44	
Reference Number	28780793
Created Date	01/07/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	01/07/2011
Updated By	ASMITLEY
Updated Date	01/27/2011
Agency Contact	Phone
Complaint Date	01/27/2011
Transaction Date	09/01/2010
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Long Beach
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Educational Testing Service
Company Address, Line 1	666 Rosedale Rd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Princeton
Company Address, State Code	NJ
Company Address, State Name	New Jersey
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	08540
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	609
Company Phone, Number	9219000
Company Phone, Extension	
Company Email	
Company Website	ets.org
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	09/01/2010
Complaint Info Initial Response	

Method	Mail
Complaint Info Initial Response Date	09/01/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$160.00
Complaint Info Amount Paid Method	MasterCard Credit Card
Complaint Info Amount Paid Value	\$160.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I am a disabled American student who has been having difficulty arranging to take the Graduate Record Exam with reasonable accommodations due to my visual disabilities. Although I am also deaf in one ear, I did not request any accommodations because of my partial deafness. I am very unhappy with ETS' treatment. I believe ETS does not care about American students with disabilities. I am unsatisfied with their lack of service. I am frustrated that I am unable to find another organization to take The Graduate Record Exam (GRE) through other than ETS. I have earned a Bachelor of Science and Master of Science with 3.90 GPA despite the challenges that I have had and my dream is earn the PhD, yet I have to take the GRE through a company that has no compassion toward American disabled students before I am able to begin my PhD studies. When I started my educational journey, I had to decide if I should go to (a) a junior college, (b) four years university where the highest level of education that can be achieved is a Bachelor of Science, (c) six year university where the highest level of education that could be achieved is a Master of Science, or (f) an eight year</p>

university where the highest level education that could be achieved is PhD. After weighting my options, I decided to go with option (a) junior college. Once I made this decision, I needed to decide which junior college to attend; so I asked myself, do I want (1) choose a college near home, (2) choose a college away from home? I chose to remain in my home state of California, but away from my family. I was raised believing that I have many choices in life and I am responsible for my decisions. The fact is that I was only able to find one option – (d) to take the Graduate Record Exam (GRE) through one private organization, Educational Testing Service (ETS) – is UNAMERICAN. This unpleasant truth is against my American values. I have always believed that competition between businesses forces companies to provide the best goods and services. I cannot believe that ETS is the only company in the entire nation willing to administer the GRE to our country's students.. PS9000: Educational Testing Other-Other UpdateUPDATE 01/27/2011 MAIL: The consumer mailed the same complaint. ASMITLEY

Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 34 of 44	
Reference Number	28784448
Created Date	01/07/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	01/07/2011
Updated By	CRSS\lkilpratrck
Updated Date	01/27/2011
Agency Contact	Internet
Complaint Date	01/07/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Cuyahoga Falls
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Educational Testing Service
Company Address, Line 1	Rosedale Road Mailstop 32-N
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Princeton
Company Address, State Code	NJ
Company Address, State Name	New Jersey
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	08541
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	609
Company Phone, Number	6832803
Company Phone, Extension	
Company Email	
Company Website	ets.org
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	This company is an unregulated monopoly that only answers to its board of trustees. 39 states use this company for testing of teachers, psychologist, police officers and other professionals. ETS charges excessive amounts of money, asks questions that are biased to certain test takers and is not regulated by anyone. This monopoly will continue to grow and the public will have no choice but to use this unregulated service as forced by the 39 states and ETS. The only hope is the FTC...please help.. PS9000: testing organization Other-Other Update
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 35 of 44

Reference Number	31222787
Created Date	06/23/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	Spanish
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	06/23/2011
Updated By	CRSS\bayala
Updated Date	06/24/2011
Agency Contact	Internet
Complaint Date	06/23/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer	

Address, City	bogotá
Consumer Address, State Code	
Consumer Address, State Name	
Consumer Address, Country Code	COL
Consumer Address, Country Name	COLOMBIA
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer	

Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	TOEFL Services Educational Testing Service
Company Address, Line 1	
Company Address, Line 2	P.O. Box 6151
Company Address, Line 3	
Company Address, City	Princeton
Company	

Address, State Code	NJ
Company Address, State Name	New Jersey
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	08541
Company Address, ZIP Code Extension	6151
Company Phone, Country Code	
Company Phone, Area Code	609
Company Phone, Number	7717100
Company Phone, Extension	
Company Email	toefl@ets.org
Company Website	www.ets.org
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	

Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$175.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$175.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	A
Complaint	

Info Statute Description	FTC Act Sec 5 (BC)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>Desde febrero pagu&#233; por un examen que nunca me lleg&#243;, a pesar de mis reclamos no ha habido una respuesta favorable de ETS. Adjunto los correos que explican la situaci&#243;n y que muestran como esta gente trata de evadir su responsabilidad de entregar unos exámenes por los que yo pagu&#233; en tiempo: &quot;Thank you for contacting the TOEFL Program Dear (b)(6), Regarding your inquiry: Your examinee score record was mailed on March 11, 2011 to the address you provided. In response to an inquiry from you on May 3, 2011, a duplicate score report was mailed to you on May 10, 2011, free of charge, at (b)(6)</p> <p>(b)(6)</p> <p>(b)(6) BOGOTA, CUNDINAMARCA (b)(6) Colombia All score reports are sent using the United States Postal Service first class mail delivery. We cannot use other means of delivery such as express couriers or certified mail. We are unable to provide tracking numbers. When the scores leave the US and arrive at the designated country, they are then entered into that countrys postal system. If the address provided is not a valid or complete mailing address it will be up to that countries postal system what is done with the report. ETS is not responsible for lost or misdirected mail. We apologize for the issues you may be experiencing with receiving your score report. If you have friends or family members that live within the United States you could order a score report to their address and request they express mail the report to you. Please note, testing centers do not have information regarding score reports. We appreciate the opportunity to assist you. If you have additional questions, please contact TOEFL Customer Service at 1-877-863-3546 or 1-609-771-7100, or visit the Web site at www.toefl.org. If you contact us via e-mail, please include all previous correspondence or a summary of information regarding your inquiry. Please be sure your TOEFL Profile includes a current e-mail and mailing address. ETS is committed to improving your customer service experience. Please take a moment and complete a short Customer Service Survey at http://surveys1013.websurveyor.netwsb.dllbfriedVOTCE.htm?WSB36=TOEFL Thank you in advance for your participation. PFA61193 CRM# Case ID 9379113 TRACKING NUMBER: A00010270680-00038129561 -Original Message- From: (b)(6) Sent: 22 Jun 11 20:29:55 To: , Cc: Subject: RE: TOEFL 0000000011436572 Case ID 9379113 Since February the 26th (FOUR MONTHS AGO) I took the Toefl and my paper results never arrived. This is the third time I write asking for a prompt and REAL solution. Of course you have answered explaining that the results were mailed, but neither mine or the other paper copies I asked for, arrived. I already lost the chance to apply for a scholarship as Colombian authorities ask for an original PAPER COPY. Summarizing: I paid on time, I took the exam, but I NEVER GOT WHAT I NEEDED WHEN I NEEDED. I&#180;m even considering</p>

	<p>starting legal actions. Please let me know how I can get a refund of the money I WASTED taking the exam or let me explain the idiot in charge of your correspondence office how to send an international letter. (b)(6)</p> <p>G&#243;mez PS: are you serious? Sending me emails to recommend the exam to my friends and family? I don&#180;t think so&#161;&#161;&#161;.</p> <p>PS9000: Servicios ex&#225;menes de verificaci&#243;n de niveles de ingles</p> <p>Other-Other Update</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 36 of 44	
Reference Number	31577817
Created Date	07/19/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	07/19/2011
Updated By	CRSS\bsturm
Updated Date	07/20/2011
Agency Contact	Internet
Complaint Date	07/19/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Lawrenceville
Consumer Address, State Code	GA
Consumer Address, State Name	Georgia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Educational Testing Services
Company Address, Line 1	Rosedale Road
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Princeton
Company Address, State Code	NJ
Company Address, State Name	New Jersey
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	08541
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	609
Company Phone, Number	9219000
Company Phone, Extension	
Company Email	
Company Website	www.ets.org
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3912
Complaint Info Product Service Description	Internet Information & Adult Services
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>Ive had nothing but problems with this company - First, I called on 711 and attempted to reschedule an exam on . I was told my card was rejected when, in fact, there was a hold for \$160 on my account. I called them back about this and they told me I could either wait for the hold to expire or use a different card to reschedule - I only have one card so this was not an option. Four days later the charge expired (714) and I called back to reschedule again. This time I was successful. However, I was supposed to receive a \$110 refund for rescheduling. My account was refunded \$80 on 718. I called 719 to complain and was told the refund process was two steps - \$80 refund for half the exam total and then \$30 is to come separately. The net amount charge is to reflect the \$160 for the test plus a \$50 rescheduling fee (160-110=50). I was told to simply wait for the rest of the money to show up in my account and to call back if I didn't see it "after a while."</p> <p>Their website has absolutely nothing on it mentioning anything about this convoluted refund process. It merely states that there is a \$50 rescheduling fee. ETS needs to POST their policies in full.. PS9000: Educational</p>

	Testing Services Other-Other Update
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 37 of 44	
Reference Number	31901207
Created Date	08/09/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	08/09/2011
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	08/09/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Long Beach
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	

Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Educational Testing Service PROMETIRC
Company Address, Line 1	Rosedale Road 701 N BRAND
Company Address, Line 2	201
Company Address, Line 3	
Company Address, City	PRINCETON GLENDALE
Company Address, State Code	NJ CA
Company Address, State Name	New Jersey California
Company Address, Country Code	USA USA
Company Address, Country Name	UNITED STATES UNITED STATES
Company Address, ZIP Code	08541 91209
Company Address, ZIP Code Extension	1
Company Phone, Country Code	
Company Phone, Area Code	609 818
Company Phone, Number	9219000 2468023
Company Phone, Extension	
Company Email	
Company Website	http://www.ets.org http://www.prometric.com

Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$320.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$320.00
Complaint Info Product Service Code	3912
Complaint Info Product Service Description	Internet Information & Adult Services
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	I failed to make a testing date because I was

Complaint Info Comments	<p>promised parking (per website info and phone call) and not advised that the ONLY parking available has a height restriction that denies access to most suvs, trucks and conversion vehicles for the disabled. I arrived an hour early to find I could not park,the area did not allow street parking and ended up finding parking 10 blocks away after searching the area for about 30 minutes. I am disabled and arrived 3 minutes late and was denied access. I paid again,reapplied and asked for ADA accommodations. ETS stalled my application multiple times until I sent a letter notifying them that I was fully aware that the new laws forbid them to demand that I be re-tested for disabilities for which I had already provided a long (10-15 years) medical history. Then, (despite finding out later that my testing accommodations were NO different from everyone elses), I was told I could not have any of the still open dates on the calendar that would meet my deadline, they forced me to wait several more weeks to test. I later called back, without giving my name, and was offered earlier dates that would have fit my schedule. During my test, others were admitted to begin throughout the entire test, distracting the testing progress.Test-takers talked and chattered, despite rules and employees refused my requests to ask them to stop. I was told by a phone rep after the first date, that, under the circumstances, their failure to accurately describe parking limitations, especially disabled parking, that I would be refunded my first fee if I wrote a letter. I have written 5 letters to date and have gotten no response. ETS blames Prometric, Prometric blames ETS, ETS OWNS Prometric. Given that I was not provided an appropriate test-taking environment I would like to have BOTH test fees returned. ETS did not deliver the services as they were promised. This company should be ashamed of the way they treat people!</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 38 of 44	
Reference Number	32591364
Created Date	04/20/2011
Complaint Source	Ohio, Attorney General
Originator Reference Number	721528
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	OH01-USER
Entered Date	04/20/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/20/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	GALLOWAY
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	b(6)
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Educational Testing Service
Company Address, Line 1	660 ROSEDALE RD MS 23-C
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PRINCETON
Company Address, State Code	NJ
Company Address, State Name	New Jersey
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	08541
Company Address, ZIP Code Extension	0000
Company Phone, Country Code	
Company Phone, Area Code	609
Company Phone, Number	9219000
Company Phone, Extension	
Company Email	
Company Website	http://www.ets.org
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	\$160.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>NOTE: In addition to the complaint notes immediately below, the Ohio Attorney General's Office provided additional information in fields whose header titles are quoted and follow the complaint notes.</p> <p>--- Refund full amount paid for service or allow me to test. --- Topic Description: To whom it may concern: My name is Vincent Jamal Hall and ETS Testing Service is not allowing me to take the GRE test because my State of OHIO issued identification does not match the registration EXACTLY. ETS request when registering a full first name, middle INITIAL, and last name, this is both on the online registration and on page 31 of the registration booklet. My STATE ISSUED ID (see attached) is printed ? (b)(6) ? I need 5 characters to input my middle name as printed to have my ID and registration match exactly; ETS only provides 1 character space. IT IS NOT POSSIBLE WITH THE CURRENT REGISTRATION METHODS TO HAVE THE TWO MATCH EXACTLY!!! Since 7:50 this morning on the 20th of April I have argued for an hour requesting to either be allowed to receive the service I paid for or be given a full refund of the testing fees. This discussion was had at 1 800 473 4373 with John (id# 61232) and his supervisor James Harrison who was</p>

	<p>more concerned with touting his power than in finding any possible solution. James's solution was to re-register typing in exactly as it was listed on my id. When I explained to him it would be (b)(6) on the ETS registration and still (b)(6) (b)(6) on my STATE ISSUED ID which would still not match his reply was ?Can you change your ID?? Really!!! If the purpose of an ID is to CONFIRM IDENTITY it cannot be changed on a whim especially to match the policies of a testing service. Ironically I have had this same id since I was 16 and have tested with the same id in the past. But it only becomes an issue that my first name is on it as an initial now??? I am also filing a complaint with the Ohio Attorney General office for theft. This situation is ridiculous and should never have happened. ETS has a monopoly and is abusing their power with their policies.</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 39 of 44	
Reference Number	32898774
Created Date	12/03/2010
Complaint Source	Ohio, Attorney General
Originator Reference Number	706084
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	OH01-USER
Entered Date	12/03/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	12/03/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	COLUMBUS
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	b(6)
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Educational Testing Service
Company Address, Line 1	660 ROSEDALE RD MS 23-C
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PRINCETON
Company Address, State Code	NJ
Company Address, State Name	New Jersey
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	08541
Company Address, ZIP Code Extension	0000
Company Phone, Country Code	
Company Phone, Area Code	609
Company Phone, Number	9219000
Company Phone, Extension	
Company Email	
Company Website	http://www.ets.org
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet Web Site
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	\$100.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>NOTE: In addition to the complaint notes immediately below, the Ohio Attorney General's Office provided additional information in fields whose header titles are quoted and follow the complaint notes. --- to not owe this bill, or the supplier to prove that she owes it and she will gladly pay it. --- Topic Description: atty:NoConsumer signed up for a test and on the web site it never said about a refund policy. The consumer even has screen shots when she paid showing this. The consumer cancelled the test and the supplier tried to only refund her 50%. The consumer showed her information to her credit card company who agreed and credited her back. Now the supplier is trying to collect this amount and a 20.00 charge back fee.</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

DNC COMPLAINT

Record 40 of 44	
Reference Number	28014770
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	HOPEWELL
Consumer Address, State	NJ
Consumer Address, State Name	New Jersey
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	educational testing firm
Company State	TF
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	6974276
Other Information Created Date	10/20/2010
Other Information Complaint Date	10/20/2010
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	10/20/2010
Other Information Transaction Time	10:00:00
Other Information Comments	They are relentless; they call daily; I don't answer anymore.
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	Yes

Record 41 of 44	
Reference Number	11616806
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	medford lakes
Consumer Address, State	NJ
Consumer Address, State Name	New Jersey
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	educational testing service
Company State	NJ
Company Phone, Country Code	
Company Phone, Area Code	609
Company Phone, Number	2799572
Other Information Created Date	09/15/2007
Other Information Complaint Date	09/14/2007
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	WEB
Other Information Transaction Date	08/17/2007
Other Information Transaction Time	14:00:00
Other Information Comments	
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	
Other Information Requested Entity to Stop Calling	

Record 42 of 44	
Reference Number	27456072
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Iron Station
Consumer Address, State	NC
Consumer Address, State Name	North Carolina
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Educational Testing Service
Company State	CA
Company Phone, Country Code	
Company Phone, Area Code	714
Company Phone, Number	3954806
Other Information Created Date	08/25/2010
Other Information Complaint Date	08/25/2010
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	08/25/2010
Other Information Transaction Time	11:00:00
Other Information Comments	Asked for parents of and named my monir child-would not tell me how they got her name-said she signed up for tutoring at a college fair-that did NOT happen. Very pushy and rude, asked them to take our name and number off their call list over a month ago and they still call daily, difference is now there is no one there, just their automated dialer. Calls are received at all hours of the day and evening, sometimes more than once a day if I do not pick up and hang up.
Other Information Existing Business Relationship	No

Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	Yes

Record 43 of 44	
Reference Number	27500564
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	prospect
Consumer Address, State	KY
Consumer Address, State Name	Kentucky
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	educational testing
Company State	CA
Company Phone, Country Code	
Company Phone, Area Code	714
Company Phone, Number	3954806
Other Information Created Date	08/30/2010
Other Information Complaint Date	08/30/2010
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	08/30/2010
Other Information Transaction Time	17:00:00
Other Information Comments	customer continously calls and trys. Does not listen, check the internet this is rampant from this number. Please do something.
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	Yes

Record 44 of 44	
Reference Number	22892907
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	
Consumer Middle Name	
Consumer Last Name	
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, City	
Consumer Address, State	NJ
Consumer Address, State Name	New Jersey
Consumer Address, ZIP Code	
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Educational Testing Service
Company State	NJ
Company Phone, Country Code	
Company Phone, Area Code	609
Company Phone, Number	2528704
Other Information Created Date	05/04/2009
Other Information Complaint Date	05/04/2009
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	IVR
Other Information Transaction Date	05/02/2009
Other Information Transaction Time	00:00:00
Other Information Comments	
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	
Other Information Requested Entity to Stop Calling	



Record Details

Consumer Sentinel Network Complaints

Record # 1 of 9 / Consumer Sentinel Network Complaints

Reference Number:	31355124	Originator Reference Number:	I1106221353392252
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	<p>NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at SEARCH@IC3.GOV. Please check the "More Information on Data Contributor Complaints" link for further details on IC3 data. --- Incident description: I am selling a Dining room set on Craiggslit and was sent an email saying that they (linda hoffman) was interested in buying the item. I was informed that she would be paying via a check and that the movers would be sent over once the check cleared. In an email a few days later I was informed that the check would be sent via fed-ex and that once it cleared that I should use the extra money from the check to pay the movers. It was at this point in time I told her that I saw multiple red flags and wanted a phone call before this transaction could go any further. I was not called and was sent another email telling me that I would now receive an additional \$100 extra for the item. At which point I replied that if she wanted the item the transaction must be done in person and with cash. This morning I received a \$3,000 check and was told that \$500 of it was for the item, \$100 of it was extra for my troubles and \$2,400 was to be sent to the movers via moneygram to this address, Tai Chang 6345 Collins Ave Richardson, TX 75081. According to the fed-ex receipt the check was sent from, BSHE 1518 Clifton Road Atlanta, GA 30322. (origin id: SSIA (404) 727-3968) I called the number on the return address and the person I talked to told me that that scammers were using her number for these fake checks and she had received several calls with people in my same situation one of which actually did what the scammer said and was out \$2,000. It was at this point in time I called my local Police Department and was referred by them to this web site. I still have the uncashed check, the Fed-Ex Receipt, and printed records of all email correspondence.</p>		
Entered By:	IC3-USER	Entry Date:	6/22/2011
Updated By:		Updated Date:	
Complaint Source:	Internet Crime Complaint Center	Product Service Code:	Other (Note in Comments)
Amount Requested:		Amount Paid:	\$0.00
Payment Method:	Cashier's Check	Agency Contact:	External Agency
Complaint Date:	6/22/2011	Transaction Date:	
Initial Contact:	Internet/E-mail	Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer			

Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	CANTON	State/Prov:	Michigan
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	20 - 29
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:			
View Similar Complaints	Act Inc		
Address:	500 Act Drive		
City:	Iowa City	State/Prov:	Iowa
ZIP:	52245	Country:	United States
Email:	Walterbolajoko@gmail.com	URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:	Linda Hoffman	Title:	

Record # 2 of 9 / Consumer Sentinel Network Complaints			
Reference Number:	30881183	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	We researched the company and found that while they always find small errors in auditing mortgage statements from Banks, in almost zero cases is there any mortgage reduction associated with the uncovering of these simple auditing errors. We feel that the company uses misinformation and disinformation to mislead both people who are in financial trouble, as well as the elderly in paying the 99 dollars for an audit. Their salespeople tell you that if errors are not found the 99 dollars will be reimbursed. They lead one to believe that finding these errors will guarantee a refund for the ones paying a mortgage. This is false, yes some errors will always be found, and in almost zero cases will a refund be given. This is deceptive practice, and false advertising.. PS9000: mortgage reduction audit company Other-Other Update		
Entered By:	FTCCIS-FTCUSER	Entry Date:	6/2/2011
Updated By:	CRSS\bsturm	Updated Date:	6/3/2011
Complaint Source:	FTC Online Complaint Assistant (CIS)	Product Service Code:	Recovery\Refund Companies
Amount Requested:	\$99.00	Amount Paid:	\$0.00
Payment Method:		Agency Contact:	Internet
Complaint Date:	6/2/2011	Transaction Date:	6/3/2011
Initial Contact:	Mail	Initial Response:	Phone: other
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Cumming	State/Prov:	Georgia
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	50 - 59
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Act Inc. Mortgage Reduction Audit Agency		
View Similar Complaints			
Address:			
City:		State/Prov:	
ZIP:		Country:	United States
Email:		URL:	
Area Code:		Phone Number:	

Ext:		Title:	
Representative Name:			

Record # 3 of 9 / Consumer Sentinel Network Complaints		
Reference Number:	27679668	Originator Reference Number: 11009081741317951
Language:	English	Contact Type: Complaint
Source:	Organization	DNC? N
Comments:	ICCC Ref #: 11009081741317951. Attempted Scam - Counterfeit Cashier's Check. See my full detail in my pdf I will attempt to attach. I have a detailed analysis of headers and other pertinent information in a pdf file (3MB) to send to you. How can I upload or email it to you? (b)(6) Glenview, IL (b)(6)	
Entered By:	IC3-USER	Entry Date: 9/8/2010
Updated By:		Updated Date:
Complaint Source:	Internet Crime Complaint Center	Product Service Code: Counterfeit Check Scams
Amount Requested:		Amount Paid: \$0.00
Payment Method:	Not Reported	Agency Contact: External Agency
Complaint Date:	9/8/2010	Transaction Date:
Initial Contact:	Email	Initial Response:
Statute/Rule:		Law Violation:
Topic:		Dispute with Credit Bureau?:
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:
Member of armed forces or dependent?:		
Consumer		
Complaining Company/Org.:		
First Name:	(b)(6)	Last Name: (b)(6)
Address 1:		Address 2:
City:	GLENVIEW	State/Prov: Illinois
ZIP:	(b)(6)	Country: UNITED STATES
Home Number:		Work Number:
Fax Number:		Ext:
Email:	(b)(6)	Age Range: 50 - 59
Military Service Branch:		Soldier Status:
Soldier Station:		
Subject		
Subject:		
View Similar Complaints	Act Inc.	
Address:	500 Act Drive	
City:	Iowa City	State/Prov: Iowa
ZIP:	52243	Country: United States
Email:	fredray75@gmail.com	URL:
Area Code:		Phone Number:
Ext:		
Representative Name:	Fred Ray	Title:

Record # 4 of 9 / Consumer Sentinel Network Complaints			
Reference Number:	24481526	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	<p>My wages have been garnished without any notice whatsoever to me. I only make 2100.00 a month teaching school. My last paycheck was 343.00 short. When I called payroll to report my check was not the correct amount, I was informed that my wages had been garnished due to a student loan. Now, I only borrowed 24,000 total. My income taxes have been withheld from me for the last 4 years along with any stimulus moneys from 1999 because of this debt. In addition to those amount, I was paying William D. Ford 50.00 a month on my student loans. I quit paying when I called the dept of ed 1 800 number and found that my name and social security number and address do not match. It was at that time I requested documentation from Dept of ed about the wrong balance on my account as well as proof of my payments. I never received either! Then in 2008 NCO financial collection agency begin calling me at my school, and telling me horrifying things, such as my house would be under lock and key when I tried to get in my home I would find that it was now owned by the federal government. I have continuoulsy requested a hearing to settle this student loan mess, 8 times I have requested the hearing, 8 times I have filled out the financial statement. I am a single mother living in 150% of poverty level. I did make 2100. a month to support myself and my son, his father is deceased and I only draw 125.00 month ssi benefits because he did not pay in enough quarters for my son to draw anymore. Then on Sept 10 my paycheck was 343.00 short, without any notice. Please help me. I cannot even afford propane for heating this month and we are freezing. thank you (b)(6)</p>		
Entered By:	FTCCIS-FTCUSER	Entry Date:	11/1/2009
Updated By:		Updated Date:	
Complaint Source:	FTC Online Complaint Assistant (CIS)	Product Service Code:	Third Party Debt Collection
Amount Requested:	\$104,000.00	Amount Paid:	\$0.00
Payment Method:	Other Payment Method (Note in Comments)	Agency Contact:	Internet
Complaint Date:	11/1/2009	Transaction Date:	11/23/2008
Initial Contact:	Mail	Initial Response:	Mail
Statute/Rule:	Fair Debt Collection Practices Act	Law Violation:	<p>Falsely Represents Character, Amount, Status of Debt</p> <p>Falsely Threatens Arrest, Seizure of Property</p> <p>Refuses to Verify Debt After Debtor Makes Written Request</p> <p>Fails to Send Written Notice of Debt to Debtor</p> <p>Collects Unauthorized Interest\Fees\Expenses</p> <p>Tells Someone Other Than Debtor About Debt</p> <p>Uses obscene, profane or otherwise abusive language</p>
Topic:		Dispute with Credit Bureau?:	N
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			Address 2:
City:	mammoth spring	State/Prov:	Arkansas
ZIP:	(b)(6)	Country:	UNITED STATES

Home Number:	(b)(6)	Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	40 - 49
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	act , Inc		
View Similar Complaints			
Address:	po box 11750 11750		
City:	Bakersfield	State/Prov:	California
ZIP:	93380-1750	Country:	United States
Email:		URL:	
Area Code:	866	Phone Number:	8872800
Ext:			
Representative Name:	hearings unit dwayne murray	Title:	
Associated Subjects			
Company:			
View Similar Complaints	Dept Of Education Student Financial Assistance Collections		
Company Type:	Other		
Address:	national payment center po box 105081		
City:	Atlanta	State/Prov:	Georgia
ZIP:	30348-5081	Country:	United States
Email:		URL:	
Area Code:	800	Phone Number:	6213115
Ext:			
Company:			
View Similar Complaints	Dept Of Education Student Financial Assistance Collections		
Company Type:	Other		
Address:	national payment center po box 105081		
City:	Atlanta	State/Prov:	Georgia
ZIP:	30348-5081	Country:	United States
Email:		URL:	
Area Code:	800	Phone Number:	6213115
Ext:			
Company:			
View Similar Complaints	Us Dept Of Edu		
Company Type:	Other		
Address:	awg hearings unit po box 617547		
City:	Chicago	State/Prov:	Illinois
ZIP:	60661-7547	Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Company:			
View Similar Complaints	Oregon Howell R3		
Company Type:	Other		
Address:	PO Box 398		
City:	Koshkonong	State/Prov:	Missouri
ZIP:	65692	Country:	United States
Email:	boyer@koshk12.org	URL:	koshk12.org

Area Code: 417	Phone Number: 8675601
Ext:	

Record # 5 of 9 / Consumer Sentinel Network Complaints

Reference Number:	24339598	Originator Reference Number:	I0910021535070311
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	ICCC Ref #:I0910021535070311. I operate a non profit rescue in NC. I was contacted about making a donation (which is common) and gave them the address. They sent me a check for 1500 dollars. Then they started harrassing me about sending money western union to the mothersless babies orphanage. So I knew it was a scam. I still have the check. I havent sent them the money. The check was delivered via federal express. The account name on the fed ex was Camcar Textron Tippe Products. See email below that was sent with instructions on western union. Hello , How are you doing today? i just want to inform you that the payment will get to you today and the payment is worth of \$(1800.34) and here is the tracking number of the package (1ZX032350142988137) you can go to www.ups .com/us to track the package by your self....the check will be deliever to you via ups courier service this morning... and i will like you to act fast once you have it just go ahead and get it cash and deduct (\$500) for your self, and get the rest send to the Motherless Babies Home (Orphanage) via WESTERN UNION MONEY TRANSFER because they are in need of money too and i hope you aware of this before sending this payment to you.. Here is there agent information that you needed to fill on the western union form . Name: Billy Wellis City: Rockford State: IL ZipCode: 61109 and once you have the money sent to the motherless baby agent via WESTERN UNION MONEY TRANSFER just get back to me with the transfer details such as Senders first and last name MTCN # on Western Union Receipt (8 digits) Recievers name Actual amount sent and get back to me with Western Union Receipt information as it appear on the Western Union Receipt NOTE : That the Western Union transfer charges must be deducted from the money you are sending to the Motherless Babies Home (Orphanage) AGENT. Thanks. DR.DAVID WHITE		
Entered By:	IC3-USER	Entry Date:	10/2/2009
Updated By:		Updated Date:	
Complaint Source:	Internet Crime Complaint Center	Product Service Code:	Counterfeit Check Scams
Amount Requested:		Amount Paid:	\$1,000.00
Payment Method:	Not Reported	Agency Contact:	External Agency
Complaint Date:	10/2/2009	Transaction Date:	
Initial Contact:	Email	Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer			
Complaining Company/Org.:	Carolina Waterfowl Rescue		
First Name:	Jennifer	Last Name:	Gordon
Address 1:	PO box 1484	Address 2:	
City:	INDIAN TRAIL	State/Prov:	North Carolina
ZIP:	28079	Country:	UNITED STATES
Home Number:	704 6689486	Work Number:	
Fax Number:		Ext:	
Email:	waterfowlrescue@aol.com	Age Range:	30 - 39
Military Service Branch:		Soldier Status:	
Soldier Station:			

Subject			
Subject: View Similar Act, Inc Complaints			
Address: 301 Act Drive			
City: Iowa City		State/Prov: Iowa	
ZIP: 52243		Country: United States	
Email: dave.white2001@googlemail.com		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 6 of 9 / Consumer Sentinel Network Complaints			
Reference Number:	23242172	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	<p>To Whom it may concern: My name is (b)(6). I work for 101st Sustainment Brigade Legal. A few weeks ago I posted on www.craigslist.com my wife and mines extra Queen size bed for sale for \$500 OBO. I got an email from the individual CC'd that he was interested in purchasing the bed. He UPS'd a check from ACT Inc for the amount of \$3350. He asked that we cash the check, taking our \$500 plus 15% for cashing fees and Western Union the remaining balance to: Steven Lee 7821 Dayton St Detroit, MI 48210 This is where my first Red Flag went off. We brought the check to a bank and they said that they have seen the check before and it was part of a scam. I have other correspondence with this individual on our home computer, if any agency needs to access it, my wife and I would be more than happy to help. I would like to see this individual apprehended and I am asking that this be forwarded to the proper authorities. (b)(6) Legal NC Strike Fear Sir!, PS9000: Craigslist</p>		
Entered By:	FTCCIS-FTCUSER	Entry Date:	6/30/2009
Updated By:		Updated Date:	
Complaint Source:	U.S. Army (CIS)	Product Service Code:	Other (Note in Comments)
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	6/30/2009	Transaction Date:	6/15/2009
Initial Contact:	Internet/E-mail	Initial Response:	Internet/E-mail
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	N
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Clarksville	State/Prov:	Tennessee
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	20 - 29
Military Service Branch:		Soldier Status:	Active Duty Service Member
Soldier Station:	TN-FORT CAMPBELL KY		
Subject			
Subject:			
View Similar Complaints	Act Inc Attn: Chun Lee		
Address:			
City:		State/Prov:	North Carolina
ZIP:		Country:	United States

Email:	chun_lee100@yahoo.com	URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:	Chun Lee	Title:	

Record # 7 of 9 / Consumer Sentinel Network Complaints

Reference Number:	22916851	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	<p>Hello, How are you doing today?Thanks for your coorporation in this transaction....As a matter fact the deal is on and according to the accountant, the check has already been sent out to you...the payment was sent via FEDEX....Here is Fedex tracking number of the package(796651349506) for the payment So the payment will deliever to you today first thing in the morning.And as soon as you get the payment,i guess you know how to handle everything.But there was a little mistake which i guess we can handle with amicably. When i contacted the account department to know maybe the check has already been sent ,i got to know that there was a misinterpretation while sending the check. The problem occur because, i am paying with my SALARY and i told them to issue out a check in your name for the amount and the rest will be written in my name for the rest of my SALARY but all the money as i think was sent to you.According to the instruction i gave them,he was suppose to have send you a check of the actual amount of the Canon W8400 Wide-Format Printer - \$4000) but in the process he made a mistake by sending all my SALARY.He claimed that he though i said he should send you a check for the amount of (\$8600) But that should not disturb our own transaction and i am sure we would both handle this. So this is what i think we would do ,once you receive the check, you should cash it immediately and also do deduct \$100 for run around expenses,and you will easily forward the extra money directly to my shipper in cash immediately. it can be sent via MONEY GRAM INTERNATIONAL TRANSFER.or WESTERN UNION MONEY TRANSFER..Originally,i had in mind to collect the rest of the money and use the money to pay the shipper since the shipper is also picking some other items for me at various locations.Pls let me know your schedule so that he will know the best time to come for the pick up on that monday and do take good care of goods till he comes.I guess i can be confident in you that you can handle it with trust and have it sent to my shipper. Here is the name and address to send the money to: Name.....Alicia BryantADDRESS.....7116 Floyd Street NECITY.....LithoniaSTATE.....GeorgiaZIPCODE.....30038 He is due to be come to your location anytime from now and has informed me that the only thing holding him up is the shipping funds.Afterward i will require the following info from you.....1. The name and address of the sender.2. The amount sent. (After deducting the transfer Charges).3.Transfer Refrence Number(IF MONEY GRAM)4.MTCN # (IF WESTERN UNION)Please deduct the transfer charges from the amount you want to send to the shipper .Dont forget to send me the map quest to your locationfor easy passage to the shipper.kindly get back to me asap.Go to WAL-MART with cash to enable you make the transfer Thanks.. From Subject (Thread Messages) Date Size Rick Potts RE: open sign 11:12 am 5 k Hoffmann, Marsha RE: RE: one drink rule 11:14 am 24 k Mayer Homes Mayer Homes Liquidation Sale 10:12 am 5 k Hoffmann, Marsha RE: RE: one drink rule 11:06 am 91 k craigslist.org POST/EDIT/DELETE : (real estate - by broker) Upscale Villa in a Gated Community 10:51 am 5 k Rick Potts open sign 10:39 am 4 k Danieleley, David M RE: RE: one drink rule 10:15 am 98 k Hoffmann, Marsha RE: RE: one drink rule 10:32 am 89 k kenlvinn patt Re: Canon W8400 Wide-F</p>		
Entered By:	FTCCIS-FTCUSER	Entry Date:	6/1/2009
Updated By:		Updated Date:	
Complaint Source:	FTC Online Complaint Assistant (CIS)	Product Service Code:	Internet Information & Adult Services
Amount Requested:	\$3,900.00	Amount Paid:	\$0.00
Payment Method:		Agency Contact:	Internet
Complaint Date:	6/1/2009	Transaction Date:	5/28/2009
Initial Contact:	Internet/E-mail	Initial Response:	Internet/E-mail
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	N
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer			

Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Chesterfield	State/Prov:	Missouri
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	40 - 49
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject: View Similar Act, Inc Complaints			
Address:	P.O. Box 168		
City:	Iowa City	State/Prov:	Iowa
ZIP:	52243	Country:	United States
Email:	ken.patt41@gmail.com		URL:
Area Code:		Phone Number:	
Ext:			
Representative Name:	Ken Patt	Title:	

Record # 8 of 9 / Consumer Sentinel Network Complaints			
Reference Number:	22794929	Originator Reference Number:	10905061020311521
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	ICCC Ref #: 10905061020311521. I did not fall for it. I was selling a car on c-list and I got an email from this lady saying that she wanted the car and she was sending out a check. I did not trust her so I ended up selling the car to another guy who paid cash. I got a check from ups yesterday for 5000.00 and I was only asking 3750.00. She did say that the check would be for more so it would cover all shipping costs. I called the bank and they said that they hand sign each check(no stamps or anything else) and the signature on this check is computer imaged.		
Entered By:	IC3-USER	Entry Date:	5/6/2009
Updated By:		Updated Date:	
Complaint Source:	Internet Crime Complaint Center	Product Service Code:	Counterfeit Check Scams
Amount Requested:		Amount Paid:	\$0.00
Payment Method:	Not Reported	Agency Contact:	External Agency
Complaint Date:	5/6/2009	Transaction Date:	
Initial Contact:	Email	Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	WIRTZ	State/Prov:	Virginia
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	20 - 29
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:			
View Similar Complaints	Act Inc		
Address:	pox 168		
City:	Iowa City	State/Prov:	Iowa
ZIP:	52243	Country:	United States
Email:	bekkymoore00@gmail.com		
Area Code:	206	URL:	
Ext:		Phone Number:	4266502
Representative Name:	Bekky moore	Title:	

Record # 9 of 9 / Consumer Sentinel Network Complaints			
Reference Number:	22524497	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	They filed a Judgment against me in Cook County Illinois No. 07M31516. I paid the balance in full last June 2008. This is not reflected on my credit report and they are not responsive to my calls. This is affecting my credit score and I need this taken care of. I have paid my debt to them and now I need it reflected in my credit report. It says "Date Resolved" as N/A and it should reflect the correct date that I resolved and my balance was 0.		
Entered By:	FTCCIS-FTCUSER	Entry Date:	4/27/2009
Updated By:		Updated Date:	
Complaint Source:	FTC Online Complaint Assistant (CIS)	Product Service Code:	Credit Bureaus
Amount Requested:	\$1,768.00	Amount Paid:	\$1,768.00
Payment Method:	Other Payment Method (Note in Comments)	Agency Contact:	Internet
Complaint Date:	4/27/2009	Transaction Date:	5/27/2007
Initial Contact:	Mail	Initial Response:	Other
Statute/Rule:	Fair Credit Reporting Act	Law Violation:	FCRA: CRA\Furnisher - Provides Inaccurate Information FCRA: CRA - Declines Consumer Request for User Address\Phone or Description of Investigative Procedure FCRA: CRA\User - Prescreening Opt Out\Notice and Preapproved\Firm Offer Violations
Topic:		Dispute with Credit Bureau?:	N
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Chicago	State/Prov:	Illinois
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	20 - 29
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:			
View Similar Act, Inc, Complaints			
Address: 500 ACT Drive P.O. Box 168			
City:	Iowa City	State/Prov:	Iowa

ZIP:	52243	Country:	United States
Email:		URL:	www.act.org
Area Code:	319	Phone Number:	3371000
Ext:			
Representative Name:	Sarah Netolicky	Title:	

Provided by the Federal Trade Commission

NETWORK

For information sources of consumer complaints

CIS COMPLAINT

Record 1 of 34	
Reference Number	9400810
Created Date	11/24/2006
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	JKIGHT
Entered Date	11/24/2006
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	11/21/2006
Transaction Date	11/10/2006
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Washington
Consumer Address, State Code	DC
Consumer Address, State Name	District of Columbia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	

Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	The College Board
Company Address, Line 1	45 Columbus Avenue
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	New York
Company Address, State Code	NY
Company Address, State Name	New York
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	10023-6992
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	212
Company Phone, Number	713-8000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	N/A
Company Rep Middle Name	

Company Rep Last Name	N/A
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Unknown
Complaint Info Initial Contact Date	11/10/2006
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$28.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$58.50
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	(Product Name: SAT report) I ordered a copy of my SAT scores from the College Board on 11/09/06.My scores are 15y/o, which confused my CSR about what the charges should be.It was resolved that the charges \$27 total.Since my CSR was so confused,I stated repeatedly that I wanted NON-expedited delivery.I checked my account balance the next day & saw that I was charged \$57.50.I called to complain, but the College Board CSR refused to believe that I'd not ordered the expedited service (for a charge of \$26.50,) & told me of other charges that were not specified by the 1st CSR (\$9.50-phone service, \$5-scores older than 5 years.)I said it was fraudulent to charge me more than was agreed upon, & asked for a manager.The manager tried to minimize my concerns about the delivery upgrade & unauthorized charges.I would not be put off.He then tried to say that since I had given the College Board my credit card

Complaint Info Comments	<p>number, I could be charged whatever they felt like charging.I told him that charging me more than was agreed on was fraud, & that I expected resolution, or I would pursue legal remedies. He then said that this was "how we do business," to which I repeated the illegal and fraudulent nature of such practices. He then said that he would file an internal complaint for me, & that I could expect an answer within 3-5 days.They never got back to me.Because of the extra charges, I have incurred \$70(2x\$35)in bounced check fees.My checkbook is balanced, but I don't have much wiggle room to cover unexpected charges.So in total, my 15-year-old SAT scores will end up costing me \$128.50, (\$70-bounced check fees, \$17.50 score retrieval, \$41 for delivery and assorted mystery charges.)Being charged this much for one score report is unfair.I would propose that any resolution involve a full restitution of the extra \$31.50 charge and the \$70 in bounced check fees.I also think the College Board should be punished. Please help me make that happen.</p>
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 2 of 34	
Reference Number	11552667
Created Date	09/07/2007
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	RLOPER
Entered Date	09/07/2007
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	09/05/2007
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Hilo
Consumer Address, State Code	HI
Consumer Address, State Name	Hawaii
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	College Board
Company Address, Line 1	P O Box 278849
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	New York,
Company Address, State Code	NY
Company Address, State Name	New York
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	10087
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	756 7346
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Email x 2 Phone x 3
Company Rep Middle Name	
Company Rep Last Name	George, sharrone
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$20.50
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>(Product Name: Billing dispute regarding an SAT test) My daughter took an SAT test in May and in June. When I finally got thru to the company (No reply to first email in July, phone number was not working for two different tries), I was told a rep would call me in three days. The company has TERRIBLE procedures in place for problem resolution. I was asked to give an email password they had given my daughter, etc. Info usually no one keeps. I did get the password from my daughter, then after all that, the rep could not really help me. I guess they are "screeners." If you can stand all the hoops you have to jump thru, you can talk to someone. So finally, I am told they cannot do anything about the situation. I was told I would get a call later from the company rep. Guess what? I never got the call later. Isn't that funny? They can keep billing me and what can I do? Nothing. By the way, the invoice number is E12241848 the Customer number is 907037837. I received a May and an August statement. No, my daughter did not sign up for a Sunday test. The slip said Saturday. But I do not want other people to be unfairly billed either. Please contact me if I can help</p>

	further. Cell phone and email are good ways to reach me. Aloha, (b)(6)
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 3 of 34	
Reference Number	12047427
Created Date	11/07/2007
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	WFRIDAY
Entered Date	11/07/2007
Updated By	HBUCKMON
Updated Date	03/18/2008
Agency Contact	Internet
Complaint Date	11/06/2007
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Vernon
Consumer Address, State Code	CT
Consumer Address, State Name	Connecticut
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	The College Board
Company Address, Line 1	45 Columbus Ave
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	New York
Company Address, State Code	NY
Company Address, State Name	New York
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	10023
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Unknown
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0342
Complaint Info Product Service Description	Overseas Medical Schools\Other Universities
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: PSAT SAT exams) College Board sells minors information to multiple companies without parents knowledge. Then lied and made numerous false statements. I have proof. Please call me and I can fax over the information.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 4 of 34	
Reference Number	12169224
Created Date	11/19/2007
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	DCRASE
Entered Date	11/19/2007
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	11/16/2007
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Long Island City
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	College Board
Company Address, Line 1	11911 Freedom Drive Suite 300
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Reston
Company Address, State Code	VA
Company Address, State Name	Virginia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	20190-5602
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	571
Company Phone, Number	262-5600
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Unknown
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$0.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: PSAT/SAT) When College Board administers the PSAT & SAT, they ask the children (some as young as 14) to check a box if they want to share their personal information. College Board then sells that information. The parents are never consulted. Last year, my daughter's information was sold, even though she did not check the box. I complained and received assurances that her name was removed from the database. It happened again this year. College Board is exploiting children. They are not getting parental approval to sell the children's personal information and obviously do not have the ability to protect the children after the information is sold. They do this with the consent of the NYC Department of Education, who told me to take the problem up with you. Please make College Board stop exploiting children!
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 5 of 34	
Reference Number	21173267
Created Date	12/15/2008
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I0812151216276941
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	12/15/2008
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	12/15/2008
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	COUNCIL BLUFFS
Consumer Address, State Code	IA
Consumer Address, State Name	Iowa
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	College Board
Company Address, Line 1	45 Columbus Avenue
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	NEW YORK
Company Address, State Code	NY
Company Address, State Name	New York
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	10023
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	0000000
Company Phone, Extension	
Company Email	colecathy73@yahoo.com
Company Website	
Company Rep First Name	Cathy
Company Rep Middle Name	
Company Rep Last Name	Cole
Company Rep Salutation	
Company Rep Comments	

Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>ICCC Ref #:I0812151216276941Traking #UPS 1Z19E7530198964348, check delivered 12-12-08 in the amount of \$3,967.77 for a \$250.00 puppy with specific instructions to cash, forward remaining amount via Western Union to Michael Scott, 231 Maplewood Ave, Maplewood, NJ 07040, USA. Check from citibank Delaware, One Pens Way, New Castle, DE 19720-2408. Supposed shippers e-mail address is:airwaterlogisticsdept@yahoo.com. They are awaiting Western Union details. I have the received check and all e-mails regarding said puppy transaction that never happened because it is obviously a scam.</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 6 of 34	
Reference Number	21234799
Created Date	12/24/2008
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	RMILLER
Entered Date	12/24/2008
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	12/24/2008
Transaction Date	12/23/2008
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Sterns
Consumer Address, State Code	KY
Consumer Address, State Name	Kentucky
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	College Board Citibank Dawn Bolton
Company Address, Line 1	45 Columbus Ave 3915 Harrison St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	New York Bellview
Company Address, State Code	NY NE
Company Address, State Name	New York Nebraska
Company Address, Country Code	USA USA
Company Address, Country Name	UNITED STATES UNITED STATES
Company Address, ZIP Code	10023 68147
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	12/23/2008
Complaint Info Initial Response	

Method	Internet/E-mail
Complaint Info Initial Response Date	12/23/2008
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$3800.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	0344
Complaint Info Product Service Description	Internet Auction
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer was selling truck on Craigs list for \$1250.00.Consumer receives a check for \$5500.00. Secretary made a mistake. Check is drawn on Citibank and company on the check is College Board. Consumer is to send the money to Dawn Bolton was to receive the money.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 7 of 34	
Reference Number	21313246
Created Date	12/23/2008
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I0812231355016112
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	12/23/2008
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	12/23/2008
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	KISSIMMEE
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	College Board
Company Address, Line 1	45 columbus ave
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	NEW YORK
Company Address, State Code	NY
Company Address, State Name	New York
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	10023
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	rob233ster@ygmail.com
Company Website	
Company Rep First Name	Tom
Company Rep Middle Name	
Company Rep Last Name	Briggs
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Email
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	ICCC Ref #:I0812231355016112I placed furniture to sell on craigslist and someone contacted my through email stating they wanted to buy the furniture. They sent me a check of \$5000 for a \$700 purchase using USP. They informed to to go head and cash and send them the refund. I do not believe this transaction is true but only a scam.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 8 of 34	
Reference Number	21321464
Created Date	01/06/2009
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	01/06/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	01/06/2009
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Portland
Consumer Address, State Code	OR
Consumer Address, State Name	Oregon
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	College Board
Company Address, Line 1	45 Columbus Avenue
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	New York
Company Address, State Code	NY
Company Address, State Name	New York
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	10023
Company Address, ZIP Code Extension	6992
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	taculus_lukas@yahoo.com
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	Internet/E-mail
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$0.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	3912
Complaint Info Product Service Description	Internet Information & Adult Services
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I posted a drum set for sale on Craig's List for \$350. This person contacted me via email to say he wanted to buy it, he would send me a check and his shipper would come by for the item. I was supposed to receive a check for \$2,350, cash it and forward the remaining money on through Western Union. It sounded suspect and I didn't respond. today I received a check for the \$2,350 from the company "College Board." That was when I started to get suspicious that something was wrong.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 9 of 34	
Reference Number	21539451
Created Date	01/06/2009
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I0901061507402262
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	01/06/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	01/06/2009
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	PORTLAND
Consumer Address, State Code	OR
Consumer Address, State Name	Oregon
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	College Board
Company Address, Line 1	45 Columbus Avenue
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	NEW YORK
Company Address, State Code	NY
Company Address, State Name	New York
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	10023
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	taculus_lukas@yahoo.com
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Email
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	6001
Complaint Info Product Service Description	Counterfeit Check Scams
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>ICCC Ref #:I0901061507402262I advertised a drum set for sale on Craig's List for \$350. This buyer contacted me saying he wanted it and needed my name, address and phone number. Gave him my phone number and address but never called. Emailed thata he would send check for \$2,350 and asked me to send remaining funds via Western Union to his shipper. Thought it was a hoax so didn't respond. Today a check was delivered to my home via Fed Ex for \$2,350 from "Acument Global Technologies, 555 Mondial Pkwy, Streetsboro, Ohio 44241."</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 10 of 34	
Reference Number	22535237
Created Date	04/28/2009
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	VCASTILLO
Entered Date	04/28/2009
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	04/28/2009
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	HONOLULU
Consumer Address, State Code	HI
Consumer Address, State Name	Hawaii
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	College Board
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	609
Company Phone, Number	7717524
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Mishika
Company Rep Middle Name	
Company Rep Last Name	Thompson
Company Rep Salutation	
Company Rep Comments	Rep
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$0.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Reported By Mother: Consumer is calling to report that her son took the SAT which is administered through College Board. Consumer states that the students are not allowed to have their phone during the test, and are required to place the phones in a box. Consumer states that her son's phone was stolen, and now College Board is not taking responsibility for this. Consumer states that she was initially informed that they would investigate this, but they never did. No home phone number or email address provided.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 11 of 34	
Reference Number	22862961
Created Date	05/26/2009
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	05/26/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	05/26/2009
Transaction Date	05/26/2009
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Austin
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone,	

Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	The College Board
Company Address, Line 1	45 Columbus Avenue
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	New York
Company Address, State Code	NY
Company Address, State Name	New York
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	10023
Company Address, ZIP Code Extension	6917
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	6309305

Company Phone, Extension	
Company Email	
Company Website	www.collegeboard.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	05/26/2009
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	05/26/2009
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$38.00
Complaint Info Amount Paid Method	MasterCard Credit Card
Complaint Info Amount Paid Value	\$38.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	I have been in the process of applying to complete

Complaint Info Comments	<p>my undergraduate degree (education got put on hold to serve my country - 20 years Air Force, Retired), and when I went to get my old SAT scores I was shocked and outraged at the College Board's fee structure. All the other institutions that I requested scores or transcripts from were under \$10 (most were under \$5), the College Board charged me \$37.50. Their fees are completely out of line for "not for profit" (http://www.collegeboard.com/about/index.html) status and I believe are the direct result of their monopolistic marketplace. Because there are only two organizations that provide college readiness assessment testing, they seem to think it's okay for them to charge obscene fees and the consumer is forced to pay due to collusionary practices with the colleges and universities that require these tests as part of their application process. I'm okay with them covering their costs, but I believe that these fees are actually generating a profit for them and as such I challenge their "not for profit" status. The bottom line is that the government is supposed to protect consumers from monopolistic and fraudulent practices and I believe The College Board should be investigated on both points.. PS9000: The College Board (www.collegeboard.com) Other-Other Update</p>
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 12 of 34	
Reference Number	22920340
Created Date	05/16/2009
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I0905160231350252
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	05/16/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/16/2009
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	KNOXVILLE
Consumer Address, State Code	TN
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	College Board
Company Address, Line 1	
Company Address, Line 2	45 Columbus Avenue
Company Address, Line 3	
Company Address, City	NEW YORK
Company Address, State Code	NY
Company Address, State Name	New York
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	10023
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	ramsy.kurlt0@gmail.com
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Email
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	6001
Complaint Info Product Service Description	Counterfeit Check Scams
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>ICCC Ref #:I0905160231350252. Had \$500 hottub for sale on craigslist knoxville,tn. Was contacted with offer to send cashier's check with shipping included. 5/15/09 check arrives via UPS drawn off of Citibank Delaware for \$2900. Contacted Citibank, account legit, but a scam. Check is issued by: College Board, 45 Columbus Avenue, New York, NY, 10023-6992. Routing #031100209 acct#38611376 Check#3530043. Ups package sent from NC. Check signed by steve Thompson. Stolen Check or best forgery I ever seen. Felony.</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 13 of 34	
Reference Number	23172752
Created Date	06/12/2009
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I0906120425485471
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	06/12/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/12/2009
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MUSKEGON
Consumer Address, State Code	MI
Consumer Address, State Name	Michigan
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	College Board
Company Address, Line 1	45 Columbus Ave
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	NEW YORK
Company Address, State Code	NY
Company Address, State Name	New York
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	10023
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	alison.jerry001@gmail.com
Company Website	craigs list
Company Rep First Name	alison
Company Rep Middle Name	
Company Rep Last Name	jerry
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Email
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	6001
Complaint Info Product Service Description	Counterfeit Check Scams
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	ICCC Ref #:I0906120425485471. Was contacted by person who wanted to purchase dress from craigslist add. Person sent same email for multiple dress we had for sale. Was ambiguous about which dress and sent check for 1700.00 when dress was listed at \$150.00. email said to keep \$50.00 and give rest to shipper for their fees I did not try to cash check. I contacted Muskegon Township Police when I received the check as I knew this was most likely a scam. My report number is 09-2241. I gave the check to the officer and emailed the emails that were sent back and forth to the officer also
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 14 of 34	
Reference Number	24835479
Created Date	12/06/2009
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	12/06/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	12/06/2009
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Maplewood
Consumer Address, State Code	NJ
Consumer Address, State Name	New Jersey
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	College Board
Company Address, Line 1	45 Columbus Avenue
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	New York
Company Address, State Code	NY
Company Address, State Name	New York
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	10023
Company Address, ZIP Code Extension	6917
Company Phone, Country Code	
Company Phone, Area Code	212
Company Phone, Number	5208570
Company Phone, Extension	
Company Email	
Company Website	http://www.collegeboard.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet Web Site
Complaint Info Initial Contact Date	

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>The FTC should investigate the fees that the College Board charges students to send their test scores for all tests. I believe that there is no relationship between the College Board's actual costs and how much they charge to send scores. Additionally, I believe they slow down score reporting as the date for certain deadlines comes up, so that more students are forced to pay the supposed "rush" fees. For example, on November 3, 2009, I ordered scores sent by "regular reporting" for \$9.50, to a college. When I checked later, the scores were sent as of three days later, November 6, 2009. Then on November 24, 2009, just before a December 1, 2009 deadline, I ordered scores sent to a school by "regular," for \$9.50. By November 30, 2009, the College Board web site was reporting that that score report was still "pending." I called and was told, "oh sorry, as we say in the tiny print, "regular" can take up to two weeks, you should have paid for "rush" for the extra \$27.00, IN ADDITION TO ANOTHER \$9.50 to get the scores to the college by the December 1, 2009 deadline. As such, I was forced to pay</p>

	<p>an additional \$36.50. Moreover, they give you four free reports, but require you to identify those schools months before the student knows where they want their scores sent. Then if you take the test again, you start all over and pay again. This is supposed to be non-profit, and they are sticking it to people and just because they "waive fees" for poor students, is no excuse to scam the rest.. PS9000: College Board Score Reporting Fees Other-Other Update</p>
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 15 of 34	
Reference Number	27996356
Created Date	10/19/2010
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	GSIMPSON
Entered Date	10/19/2010
Updated By	GSIMPSON
Updated Date	10/19/2010
Agency Contact	Phone
Complaint Date	10/19/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Crownsville
Consumer Address, State Code	MD
Consumer Address, State Name	Maryland
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	College Board.Com
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet Web Site
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	Internet/E-mail
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$42.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	\$42.00
Complaint Info Product Service Code	3912 9000
Complaint Info Product Service Description	Internet Information & Adult Services Other (Note in Comments)
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer states her son was registered for the SAT's at College Board.Com. Later she found out what she signed up for was not the SAT's. Consumer states the website is not adequate in information.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 16 of 34

Reference Number	29021788
Created Date	02/01/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/01/2011
Updated By	CRSS\pwilliamson
Updated Date	02/22/2011
Agency Contact	Internet
Complaint Date	02/01/2011
Transaction Date	12/13/2010
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	San Diego
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	The College Board
Company Address, Line 1	45 Columbus Avenue
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	New York
Company Address, State Code	NY
Company Address, State Name	New York
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	10023
Company Address, ZIP Code Extension	6917
Company Phone, Country Code	
Company Phone, Area Code	212
Company Phone, Number	7138000
Company Phone, Extension	
Company Email	
Company Website	www.collegeboard.org
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	12/13/2010
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	12/13/2010

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$0.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	9044
Complaint Info Product Service Description	Unsolicited Email
Complaint Info Law Violation Code	CS1
Complaint Info Law Violation Description	SPAM: 'Remove Me' is missing, broken, or ignored
Complaint Info Statute Code	CS
Complaint Info Statute Description	CAN-SPAM Act
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>The College Board started contacting me in December via email regarding "my PSAT/SAT performance." I took the PSAT and SAT about 15 years ago, so I knew this was a mistake. After receiving many messages from them, I attempted to unsubscribe using an unsub link on one of their emails, but the link was broken (all subsequent unsubscribe links have likewise been faulty). I then attempted to unsubscribe by submitting a complaint to the College Board, but they told me I had to log in to their web site to unsubscribe. This is impossible for me to do, because logging in to their site would require I know my password or date of birth - but I know neither, since someone else used my email address to subscribe to their mailings. I don't know the password or date of birth of this person who has stolen my email address. I tried to explain this to the College Board, but their only response was to again tell me I had to log in to unsubscribe. After two months, I still receive their SPAM, and now they have sold their lists to every college and university in the United States, so I am also receiving those colleges' and universities' SPAM solicitations as well. I am willing to pursue legal action if the College Board does not remove my email address from their mailing list.. PS9000:</p>

	The College Board (Collegeboard.org) Other-Other Update
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 17 of 34	
Reference Number	32353396
Created Date	09/08/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	09/08/2011
Updated By	CRSS\pwilliamson
Updated Date	09/14/2011
Agency Contact	Internet
Complaint Date	09/08/2011
Transaction Date	08/30/2011
Member of armed forces or dependant?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	Rincon
Consumer Address, State Code	GA
Consumer Address, State Name	Georgia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	Inactive Reserve/National Guard
Consumer Military Station	GA-USCG Sector Savannah
Consumer Complaining Company/Org	
Consumer Military Service Branch	U.S. Air Force
Company Name	College Board
Company Address, Line 1	45 Columbus Avenue
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	New York
Company Address, State Code	NY
Company Address, State Name	New York
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	10023
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	212
Company Phone, Number	7138031
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Dorothy
Company Rep Middle Name	
Company Rep Last Name	Sexton
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	08/30/2011
Complaint Info Initial Response	

Method	Internet/E-mail
Complaint Info Initial Response Date	08/30/2011
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$2000.00
Complaint Info Amount Paid Method	Certified Cheque
Complaint Info Amount Paid Value	\$2000.00
Complaint Info Product Service Code	6001
Complaint Info Product Service Description	Counterfeit Check Scams
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I listed a snowboard on craigslist on 82911 for \$850 and immediately received an email from Melissa Bynum stating she wanted the item and would be sending a cashiers check. The next day, I received a UPS package Next Day Air, Early AM with the acct # E79A25 from a Dorothy Sexton with the number (213) 713-0831 and the address: 45 Columbus Avenue, New York, NY 10023. The check was in the amount of \$2850.50 and was a Citibank company check for College Board at the same address. I received a second email stating Ms. Bynums agent mistakenly sent her entire check and because she was deaf, she was hoping I could return the overage to her movers at the following: Sabrina Weekes, 13 David Road, Pensacola, FL 32501 via Western Union. I did only to later learn this was a scam. A police report was filed (incident # 11090044) with Rincon Police Dept (officer Terry Gordon) on 9/11/11. I have contacted UPS to alert them of the account users scheme (if legitimate) and am now notifying you. I can be reached at (b)(6) My understanding is this is a scheme that is being used on Cragislist across the nation. This incident has caused</p>

	me significant financial difficulties and if possible, I would love to catch these people!!. PS9000: Scheme involving forged College Board Check Other-Other Update
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 18 of 34	
Reference Number	32513056
Created Date	09/09/2011
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I1109091501285092
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	09/09/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/09/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	POCATELLO
Consumer Address, State Code	ID
Consumer Address, State Name	Idaho
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	18 - 19
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	College Board
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	aroojames001@gmail.com
Company Website	
Company Rep First Name	Aaron
Company Rep Middle Name	
Company Rep Last Name	James
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Cashier's Check
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	6001
Complaint Info Product Service Description	Counterfeit Check Scams
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at SEARCH@IC3.GOV. Please check the "More Information on Data Contributor Complaints" link for further details on IC3 data. --- Incident description: Sold my Xbox on craigslist this guy messages me wanting to buy all of it for \$300. He sends a CHECK of \$2250, complete obvious scam. He tells me to cash it, then refund him whatever money is left because his "secretary" sent the wrong amount. Obviously I did not cash the check because otherwise I would be down \$1900 and that isn't very fun. I have two checks from him, chat logs and email logs. This guy shouldn't be able to do this. I am willing to help as much as possible/needed to punish this guy. A lot of people will fall for this popular scam, and he should definitely be stopped before he does anyone harm. Please contact me ASAP.</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 19 of 34

Reference Number	32591313
Created Date	12/20/2010
Complaint Source	Ohio, Attorney General
Originator Reference Number	720415
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	OH01-USER
Entered Date	12/20/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	12/20/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer	

Address, City	DAYTON
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax,	

Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	College Board
Company Address, Line 1	45 COLUMBUS AVE
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	NEW YORK
Company Address, State Code	NY
Company Address, State Name	New York
Company	

Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	10023
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	6309305
Company Phone, Extension	
Company Email	HELP@CSSPROFILE.ORG
Company Website	HTTPS://PROFILEONLINE.COLLEGEBOARD.COM/INDEX.JSP
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Print
Complaint Info Initial Contact Date	
Complaint Info	

Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$65.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	

NOTE: In addition to the complaint notes immediately below, the

Complaint Info Comments	<p>Ohio Attorney General's Office provided additional information in fields whose header titles are quoted and follow the complaint notes. --- Briefly describe what you would consider a reasonable resolution to your complaint: A complete refund of all three testing fees and a forwarding of her January 2011 scores to the same four colleges selected each time she paid to take the test, including the January test. As the College Board's SAT score is a requirement for almost all college applications, they have an even greater responsibility to provide the services people pay for. In this instance, they did not do their job. Further, their lack of response conveys a certain amount of arrogance that is totally inappropriate. My daughter requested her scores be sent. Their online application acknowledged her choices. Yet they didn't sent the reports and are unwilling to do so without additional payment that by now is too late to do any good. I can provide copies of emails sent for the first two testings, but I don't know how I can prove a negative for no third test mailing. --- Topic Description: Describe the transaction and your complaint.: My daughter (b)(6) signed up to take the January 2011 SAT exam. This was the 3rd time she took it in trying to improve her score. The College Board did not forward her test results to her four selected colleges. Further, and contrary to their normal procedure, they did not notify us by email that their records did not indicate any college selections had been made. This is contrary to (b)(6) going through the online process to select her schools and the College Board online application acknowledging her selection. When I called on 03/11/11 to resolve the issue I was informed that my complaint would go to the Escalation Department. I received a call from ?Denise? in the Escalation Department on 03/15/11. She claimed their system showed nothing regarding schools selected. She also acknowledged she could find no reminder email sent to us regarding college selection. She said she would speak with her supervisor and call me in the morning on 03/16/11. She never called back. I left two voice messages asking her to call me as promised on 03/16/11 and 03/17/11. No response at all. When I tried calling the main number (866-756-7346) I was told that it was out of the rep's hands since it went to escalation. They could provide no phone numbers. And if I wanted any January scores sent it would cost me \$47 per school. My daughter did significantly improve her test score. Because of their failure to provide for services paid for the College Board's lack of action has potentially cost my daughter an additional \$10,000 in merit scholarship at one school, \$4,800 at another.</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	
-------------------------	--

Record 20 of 34	
Reference Number	33156148
Created Date	10/25/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	10/25/2011
Updated By	CRSS\mphillips
Updated Date	10/27/2011
Agency Contact	Internet
Complaint Date	10/25/2011
Transaction Date	02/03/2011
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Madison
Consumer Address, State Code	WI
Consumer Address, State Name	Wisconsin
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	College Board
Company Address, Line 1	11955 Democracy Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Reston
Company Address, State Code	VA
Company Address, State Name	Virginia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	20190
Company Address, ZIP Code Extension	5662
Company Phone, Country Code	
Company Phone, Area Code	877
Company Phone, Number	8852237
Company Phone, Extension	
Company Email	accuplacer@collegeboard.org
Company Website	http://www.collegeboard.org
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	02/03/2011

Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	02/03/2011
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$0.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	CS6
Complaint Info Law Violation Description	SPAM: Other\general annoyance
Complaint Info Statute Code	CS
Complaint Info Statute Description	CAN-SPAM Act
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	The college board used my email address for someone named (b)(6). This wouldnt have been a problem, but they gave it out to many colleges. I have to unsubscribe to 2-3 colleges unwanted solicitations everyday. The College Board should verify an email address is correct before giving it away to dozens of colleges. Other-Other Update
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 21 of 34

Reference Number	33948513
Created Date	12/15/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	12/15/2011
Updated By	CRSS\rmiller
Updated Date	12/16/2011
Agency Contact	Internet
Complaint Date	12/15/2011
Transaction Date	12/15/2011
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer	

Address, City	Gladstone
Consumer Address, State Code	OR
Consumer Address, State Name	Oregon
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer	

Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	College Board
Company Address, Line 1	45 Columbus Avenue
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	New York
Company	

Address, State Code	NY
Company Address, State Name	New York
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	10023
Company Address, ZIP Code Extension	6917
Company Phone, Country Code	
Company Phone, Area Code	212
Company Phone, Number	7138000
Company Phone, Extension	
Company Email	
Company Website	collegeboard.org
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	

Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	12/15/2011
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	9044
Complaint Info Product Service Description	Unsolicited Email
Complaint Info Law Violation Code	CS4
Complaint Info Law Violation Description	SPAM: Subject or From line is false or misleading
Complaint Info Statute Code	CS
Complaint	

Info Statute Description	CAN-SPAM Act
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>Email asking me to pay for an SAT test I never ordered. Following are the long headers of the content. It looks very good and would fool a lot of people. From: College Board &lt;ltCollegeBoard@noreply.collegeboard.org&gt Subject: The College Board - Past December 15, 2011 1:03:56 AM CST To: (b)(6) & (b)(6) & CollegeBoard &ltlt18363c977layfovciacky5fqaaaaaa2jcagqopf4duyaaaaa@noreply.colle Return-Pa th: &ltlt18363c977layfovciacky5fqaaaaaa2jcagqopf4duyaaaaa@noreply.colle Received: from dmx1.bfi0.com (dmailer081.dmx1.bfi0.com [208.70.142.81]) by webwizardd with ESMTP id pBF74FJE011175 for & (b)(6) &gt Wed, 14 D -0800 Received: from [10.150.20.121] ([10.150.20.121:63879] helo=dlspvhcmail21) by d: (envelope-from &ltlt18363c977layfovciacky5fqaaaaaa2jcagqopf4duyaaaaa@noreply.collegeboard.org& 2.2.2.45 r(34222M)) with ESMTP id 520E-31430-EEB99EE4 Thu, 15 Dec 2011 02:04:14 -0 v=1 a=rsa-sha1 d=noreply.collegeboard.org s=ei c=simplesimple q=dnstxt i=@noreply.colle; t=1323932654 h=From:Subject:Date:To:MIME-Version:Content-Type bh=fzD7Thlv8eLuX b=b4ttBWk0wZav22HDHxIA0aViCbQ7Jpiiv4ggmcZRZkwW7KYoedQASDmYqx61C QxgKHZTLwu7PuaD49v+qu1UXKjmrCi6WQLRGtixQSvtUzQTfIy7WBSIYBlgilCl h4uEe8cGq4EhOgbHo9INPi6fqNFxRPOioyi0P9QLsGQ= Domainkey-Signature: q=dns a=r: d=noreply.collegeboard.org</p> <p>h=Received:Reply-To:Bounces_to:Message-ID:X-SS:X-BFI:Date:From:Subject:To:MIME- b=EbpK8xXct4V0fj6tMJUM2NUjWFluCzpTtHJdICi33eQpK6ec09AAAbB3FLzKmnHw twkpXLQyFwA9SfNtH0tCYomUgMkiOv5tpTIRVNL4B9b69THFKMMtNkVRa+RmAU 7Q3BSDrUEtTq+q18U2Y8j4XhDFY2wsjnXPRtQNCAw= Bounces_To: bounce.18363c977layfovciacky5fqaaaaaa2jcagqopf4duyaaaaa@noreply.collegeboard.org &ltlt18363c977layfovciacky5fqaaaaaa2jcagqopf4duyaaaaa.20927.2568.dlspvhcmail21 reply.collegeboard.org&gt X-Ss: 1-2-3090013-121420829 X-Bfi: 18363c977layfovciacky5fqaaaaaa2jcagqopf4duyaaaaa Mime-Version: 1.0 Content-Type: m boundary="ABCD-18363c977layfovciacky5fqaaaaaa2jcagqopf4duyaaaaa-EFGH&qu 1.983 (*) FROM_EXCESS_BASE64,HTML_MESSAGE,SPF_HELO_PASS,SPF_PASS X- MIMEDefang 2.63 on 65.75.195.122 Name: Customer number: Invoice number: Order numl balance of Dear Colleague, Thank you for your recent order for the SAT&#174; test. Our rec due balance on your account. This is often the result of a declined credit card payment or fail correct amount with your registration. It is important that you pay this outstanding balance q: having your SAT scores placed on hold. Please choose one of the following payment options instructions below: 1. Pay by credit card by completing this form and faxing to our secure fa: 703-935-2170. If you are faxing from outside the U.S., please include the U.S. country code name: Transaction amount: Credit card account: Expiration date: Card Security Value (CSV) 3-digit number found Questions? Please contact SAT Customer Service: Within the U.S.: 86 of the U.S.: 212-713-7789 Email: SAT@info.collegeboard.org Thank you, Accounts Receiv: Board www.collegeboard.org Please do not respond to this em Other-Other Update</p>
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 22 of 34

Reference Number	34009119
Created Date	12/19/2011
Complaint Source	Econsumer.gov
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	ECGCUSER
Entered Date	12/19/2011
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	12/19/2011
Transaction Date	12/17/2011
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	REDONDO BEACH
Consumer Address, State Code	
Consumer Address, State Name	CA
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	College Board
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.collegeboard.org
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	12/17/2011
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	EC13
Complaint Info Law Violation Description	Other (Explain in Comment Field)
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>Company sends our SPAM email without my permission and provides and "unsubscribe" button that does not work. Here is the message that I get with clicking on unsubscribe. "Manage My College Board Email Subscriptions We've recently upgraded our email system. This upgrade affects the "Manage My College Board Email Subscriptions" link in any email you received before July 22, 2010. We apologize for any inconvenience this may cause. To access your email subscriptions, sign in to your College Board account or click on a link in any email you've received after that date." This assures that they can continue to send marketing email without user permission.</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 23 of 34	
Reference Number	34026163
Created Date	12/13/2011
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I1112131300496771
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	12/13/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	12/13/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	JACKSONVILLE
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	The College Board, Shwank USA inc
Company Address, Line 1	446 Morgan St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CINCINNATI
Company Address, State Code	OH
Company Address, State Name	Ohio
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	45206
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	charestanles@gmail.com
Company Website	
Company Rep First Name	Travis
Company Rep Middle Name	
Company Rep Last Name	Kaufman
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Other Payment Method (Note in Comments)
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	6001
Complaint Info Product Service Description	Counterfeit Check Scams
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at SEARCH@IC3.GOV. Please check the "More Information on Data Contributor Complaints" link for further details on IC3 data. --- Incident description: He contacted me about purchase of an Item I have on Craigs List, he than went into about how he is moving and will need movers to pick up the package and if I could pay them. I said yes. After this though I started feeling uneasy and looked up scams on craigs list. I found one that sort of matched his, I emailed it and nformed him I will take cash only for my product. He sent a check for \$2720.00 for a \$250.00 item. I did not, (nor will I) cash this check. Now he countinues to email me even though I twiced asked him to stop. I have the emails archieved and the check he mailed as evidence. Thank you for looking into this.</p> <p>(b)(6) --- Specified Other Payment: Bank check</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 24 of 34	
Reference Number	34064189
Created Date	12/21/2011
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	DBARRIOS
Entered Date	12/21/2011
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	12/21/2011
Transaction Date	12/10/2011
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	Toorenton
Consumer Address, State Code	WY
Consumer Address, State Name	Wyoming
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)

Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	College Board Pedro Rincon Carolina Ramirez Robbin Brown
Company Address, Line 1	201 E 5th St 218 W Cloud DR 2324 Burton St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Cincinnati Rockville Cincinnati
Company Address, State Code	OH MD OH
Company Address, State Name	Ohio Maryland Ohio
Company Address, Country Code	USA USA USA
Company Address, Country Name	UNITED STATES UNITED STATES UNITED STATES
Company Address, ZIP Code	45202 20908 45208
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Lewis Todd Pedro
Company Rep Middle Name	
Company Rep Last Name	Miller Miller Rincon
Company Rep Salutation	
Company Rep Comments	

Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	12/10/2011
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$3000.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	6001
Complaint Info Product Service Description	Counterfeit Check Scams
Complaint Info Law Violation Code	MCEA
Complaint Info Law Violation Description	Falsely Represents Character, Amount, Status of Debt
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer states he placed an ad on Craigslist and was sent a 3000 dollar check with instruction to send part of the money through a wire transfer. Consumer was referred to thier local AG and the BBB.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 25 of 34

Reference Number	34078454
Created Date	12/22/2011
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	JBROWN
Entered Date	12/22/2011
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	12/22/2011
Transaction Date	12/21/2011
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Claremont
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	College Board
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	850
Company Phone, Number	5214900
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Phone Call: Landline
Complaint Info Initial Contact Date	12/21/2011
Complaint Info Initial Response Method	Answer cold call
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	9001
Complaint Info Product Service Description	Telemarketing, Other
Complaint Info Law Violation Code	TR25
Complaint Info Law Violation Description	TSR: Threats, improper language
Complaint Info Statute Code	TR
Complaint Info Statute Description	Telemarketing Sales Rule
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Received call from someone posing as the College Board talking about her child's test scores. When questioned why calling, caller began to swear at consumer. She found that call was not from the actual College Board.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

DNC COMPLAINT

Record 26 of 34	
Reference Number	33021117
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Middletown
Consumer Address, State	PA
Consumer Address, State Name	Pennsylvania
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	College Board
Company State	VA
Company Phone, Country Code	
Company Phone, Area Code	571
Company Phone, Number	2230973
Other Information Created Date	10/17/2011
Other Information Complaint Date	10/17/2011
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	10/16/2011
Other Information Transaction Time	12:00:00
Other Information Comments	These people call almost every night. I have told them to stop - they usually just hang up on me and then call back the next night
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	Yes

Record 27 of 34	
Reference Number	29468216
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, City	
Consumer Address, State	NJ
Consumer Address, State Name	New Jersey
Consumer Address, ZIP Code	
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	College Board
Company State	CA
Company Phone, Country Code	
Company Phone, Area Code	951
Company Phone, Number	4917180
Other Information Created Date	03/01/2011
Other Information Complaint Date	03/01/2011
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	03/01/2011
Other Information Transaction Time	17:00:00
Other Information Comments	This is a California number and it keeps calling my cell racking up unwanted charges.
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	No

Record 28 of 34	
Reference Number	30494541
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Ellington
Consumer Address, State	CT
Consumer Address, State Name	Connecticut
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	College Board
Company State	WA
Company Phone, Country Code	
Company Phone, Area Code	206
Company Phone, Number	9043978
Other Information Created Date	05/17/2011
Other Information Complaint Date	05/17/2011
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	05/17/2011
Other Information Transaction Time	13:00:00
Other Information Comments	The woman on the line kept trying to verify my sons personal information such as age, full, name date of birth and so on. I told her I did not feel comfortable to discuss anything further with her until I had her complete name and business name.. I also wanted to know how she got our number because it is unlisted. She hung up abruptly on me.
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to	

Stop Calling	Yes
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Record 29 of 34	
Reference Number	33627177
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Merion station
Consumer Address, State	PA
Consumer Address, State Name	Pennsylvania
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	college board
Company State	NY
Company Phone, Country Code	
Company Phone, Area Code	212
Company Phone, Number	3738810
Other Information Created Date	11/22/2011
Other Information Complaint Date	11/22/2011
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	11/22/2011
Other Information Transaction Time	12:00:00
Other Information Comments	they call often and hang up, I called backtheir user id, and they say it is not their number, they are being reiloaded - collegeboard.org
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	No

Record 30 of 34	
Reference Number	28975599
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, City	
Consumer Address, State	LA
Consumer Address, State Name	Louisiana
Consumer Address, ZIP Code	
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	The College Board
Company State	TF
Company Phone, Country Code	
Company Phone, Area Code	877
Company Phone, Number	8745811
Other Information Created Date	01/27/2011
Other Information Complaint Date	01/27/2011
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	01/27/2011
Other Information Transaction Time	09:00:00
Other Information Comments	They asked for my son or husband, have same name, when I asked what this was in reference to they hung up. I looked online to see who the number really was and there were many complaints about this number. I am on the do not call registry so decided to file a complaint.
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	No

Record 31 of 34

Reference Number	31866922
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Chester
Consumer Address, State	VA
Consumer Address, State Name	Virginia
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	The College Board
Company State	CA
Company Phone, Country Code	
Company Phone, Area Code	408
Company Phone, Number	4521403
Other Information Created Date	08/06/2011
Other Information Complaint Date	08/06/2011
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	08/06/2011
Other Information Transaction Time	17:00:00
Other Information Comments	When I answered this call, I mentioned that we are on the do not call registry. The individual told me that I had not answered his question and that it is a simple question. He would not give me his name when I asked for it. He was rude and would not acknowledge that he should not call since we are on the registry.
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to	

Stop Calling	Yes
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Record 32 of 34	
Reference Number	25543948
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, City	
Consumer Address, State	HI
Consumer Address, State Name	Hawaii
Consumer Address, ZIP Code	
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	College Board SAT Preparation
Company State	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Other Information Created Date	02/25/2010
Other Information Complaint Date	02/25/2010
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	02/24/2010
Other Information Transaction Time	19:00:00
Other Information Comments	Companies associated with services that teach SAT prep courses continue to call. They have either managed to get a list from the College Board, which claims that they don't give out our numbers, or the high schools sell them. Either way, it is unacceptable.
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	No

Record 33 of 34	
Reference Number	28033752
Complaint Source	National Do Not Call Registry
Phone In Registry?	N
Consumer First Name	
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, City	
Consumer Address, State	CA
Consumer Address, State Name	California
Consumer Address, ZIP Code	
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Dan Pete for Ventura County Community College Board
Company State	TF
Company Phone, Country Code	
Company Phone, Area Code	877
Company Phone, Number	3669612
Other Information Created Date	10/21/2010
Other Information Complaint Date	10/21/2010
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	10/21/2010
Other Information Transaction Time	14:00:00
Other Information Comments	Recorded message with no live operator. Impossible to ask them to stop calling.
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	Yes
Other Information Requested Entity to Stop Calling	No

Record 34 of 34	
Reference Number	30490745
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, City	Williamsburg
Consumer Address, State	VA
Consumer Address, State Name	Virginia
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	COLLEGE BOARD
Company State	MI
Company Phone, Country Code	
Company Phone, Area Code	517
Company Phone, Number	2230973
Other Information Created Date	05/17/2011
Other Information Complaint Date	05/17/2011
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	05/11/2011
Other Information Transaction Time	18:00:00
Other Information Comments	Person presents himself as calling from the official "College Board" or the SAT college entrance test people, which is why I answered the phone. He knows the name of my son (who is registered for a SAT test) and asks if he needs more prep time. Wants info from me. When asked what he is calling for, gives some "prep school" like excuse. If you ask more questions, he gets sarcastic and hangs up on you. This is NOT the College Board.
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No

Other Information Requested Entity to Stop Calling	No
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